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ABSTRACT

The occupational analysis contains a brief job description, presenting for the occupation of medical assistant 113 detailed task statements which specify job duties (tools, equipment, materials, objects acted upon, performance knowledge, safety consideration/hazards, decisions, cues, and errors) and learning skills (science, mathematics/number systems, and communications). The 113 task statements are grouped under the following five duty headings: performing medical office management duties, completing business office duties, preparing and sterilizing instruments and supplies, assisting with clinical procedures, and performing basic laboratory procedures and diagnostic tests. (JR)

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Occupational Analysis

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MEDICAL ASSISTANT

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
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Instructional Materials Laboratory
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5290

AN ANALYSIS OF THE MEDICAL ASSISTING OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics, and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of condulting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis inlcuded a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

The first contact a patient has when visiting a physician's office will be with the Medical Assistant. Friendliness, warmth, and cordiality are necessary as attributes in any assistant given the responsibility of greeting and caring for patients. An understanding of basic medical legal ramifications in the practice of medicine is desirable. Personal appearance will also make an important "first impression" and should also be considered.

An attempt has been made to list the tasks most often completed by a medical assistant. The writers avoided listing specialty assistant tasks found only in a specialty office and analyzed tasks they believed to be performed in a general practitioner's office.

The authors were aware of the differences in responsibility given to the medical assistant according to geographical area and the needs and preferences of the individual physician-employer. Nothing is ever completed without the direct order of the physician and under his/her supervision.

A basic understanding of self is essential as well as a knowledge of human psychology. Some of the more common emotional reactions with regard to patients and self which the Medical Assistant must deal with are as follows:

Positive:	Negative:
Relief and satisfaction	Apprehension
Gratification	Hostility
Empathy	Fear-anxiety
Procedures	Embarassment
	Eratic reactions
	Prejudice and feelings of moral and economic superiority

Non-verbal emotional reaction:
Steadiness or swings of temperment

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JOB DESCRIPTION

A medical assistant is an individual who is employed by a physician in his/her office. The duties are manifold and vary according to the individual physician-employer needs. The medical assistant must have an ability to relate to people in all types of situations. The responsibilities of this individual may include clerical, secretarial and management responsibilities; business office duties; diagnostic tests and procedures; and examination and treatment room procedures.

Duty A Performing Medical Office Management Duties

1 Prepare reception room for patients
2 Sort and open and route mail
3 Pull or file patient's medical records
4 Receive patients
5 Manage children accompanying patients
6 Screen non-patient visitors
7 Complete registration form and health history record
8 Explain to scheduled patients unexpected delay
9 Place telephone calls
10 Answer telephone calls
11 Answer emergency telephone calls
12 Schedule appointments for patients
13 Make arrangements for patient's admission to hospital
14 Prepare schedule for physician of hospital patients
15 Arrange meetings and/or conferences
16 Arrange travel accomodations
17 Operate and maintain typewriter
18 Transcribe from a dictating machine
19 Operate copy equipment
20 Compose and type a business letter
21 Type a consultation letter
22 Compose and type a recall letter to patient
23 Compose and type collection letter
24 Complete workmen's compensation forms
25 Complete commercial health forms

26 Complete Medicare Part B forms
27 Complete public assistance billing forms
28 Inventory office supplies
29 Order and receive office supplies

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(TASK STATEMENT) PREPARE RECEPTION ROOM FOR PATIENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magazines appropriate to individual practice Tables Chairs Lamps Ash trays (optional)	Screen magazines Align furniture Necessary clean up Maintain comfortable temperature	Maintain constant alertness for any damaged furniture, protruding objects, loose or frayed electrical cords Injury to patient and/or staff Keep floor area smooth and uncluttered Danger of tripping
DECISIONS	**CUES**	**ERRORS**
Decide when to straighten room Determine when to replace magazines	Overall clean pleasant atmosphere should be maintained at all times Magazines frayed and/or pages removed, out-of-date	

(TASK STATEMENT) PREPARE RECEPTION ROOM FOR PATIENTS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Aesthetic appearance	Visual analysis Color discrimination
Feeling	Environment	Temperature Humidity

(TASK STATEMENT) SORT AND OPEN AND ROUTE MAIL .5

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Letter opener File Number 13	Separate first class mail Categorize balance of mail Attach communications regarding patients to appropriate chart for physician's attention Sort and dispose of drug samples per physician's desire Answer appropriate mail File incoming bills for payment	Drugs must be kept in area accessible to staff only Improper use

DECISIONS	CUES	ERRORS
Determine routing of mail	Pay careful attention to mail containing payments Needs physician's attention and decision before action can be taken	Failure to attach available information (i.e. patient chart, previous communication) that will assist physician in understanding request and/or taking action

(TASK STATEMENT) SORT AND OPEN AND ROUTE MAIL

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Letters from patient's and/or companies, etc.	Business letters (format/content)
Writing	To patients Interoffice memos	Typing Penmanship Classification Memo format Logic

16.

(TASK STATEMENT) PULL OR FILE PATIENT'S MEDICAL RECORDS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
File cabinet Charts Typewriter Stationary Patient chart forms	Locate chart and remove from file Type list of patients scheduled Check folder to be certain all current data is filed Prepare new sheet for notes by physician if chart is full Replace in proper order after use	Danger of entire cabinet tipping with resultant possible trauma if more than one drawer opened at a time Danger of tipping over or running into a file drawer left open when not in use with resultant possible trauma

DECISIONS	CUES	ERRORS
Determine if filing is to be done alphabetically, numerically or under subject matter for miscellaneous papers	Office policies	

(TASK STATEMENT) PULL OR FILE PATIENT'S MEDICAL RECORDS

SCIENCE	MATH – NUMBER SYSTEMS
	Locate by approximation rational numbers and integers on the number line (sequential ordering)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Files	Visual analysis Detail/inference Logic Recognition of symbols, codes, and emblems
Writing	New chart note forms	Penmanship and/or typing

(TASK STATEMENT) RECEIVE PATIENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Daily practice log	Welcome patient by name Provide for patient comfort and ease Meet individual needs as required	

DECISIONS	CUES	ERRORS
Determine at what point it is advisable to see a patient with or without an appointment ahead of those already waiting	Emergency, severe illness	Not recognizing as an emergency the patient with a critical emotional need

(TASK STATEMENT) RECEIVE PATIENTS

SCIENCE	MATH – NUMBER SYSTEMS
Elicit patient needs through competent/caring manner Maintain capacity to foster trust, confidentiality, cooperation, and to cope with conflict behavior	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Patient's needs	Auditory, discrimination, concentration, logic, and noise discrimination
Viewing	Watch for patient's needs	Visual analysis, describing, logic, and detail/inference
Speaking	Provide comfort and assistance	Implying, clarity of expression, persuasion, dress, facial and body features, poise, and usage

(TASK STATEMENT) MANAGE CHILDREN ACCOMPANYING PATIENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Assortment of appropriate books and toys Storage area for books and toys Lollipops (optional) – safety stick Children's furniture optional	Care of child in some instances	Hazardless toys Guard against toys in walking area Possible injury to child or other visitor

DECISIONS	CUES	ERRORS
Determine point at which child has become disruptive and take appropriate action	Patient complaints, excessive noise, destruction of office accessories	Patient's dissatisfaction

(TASK STATEMENT) MANAGE CHILDREN ACCOMPANYING PATIENTS

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust, confidentiality, cooperation; to cope with conflict behavior; to function efficiently when encountering fast changing, multiple, personal or situational variables, and to exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Verbal interaction with child and patient	Implying Persuasion Logic Gestures
Touching	Tactile communication with child	Movement Comfort or restraint

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(TASK STATEMENT) SCREEN NON–PATIENT VISITORS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Appointment book (if needed) Writing instrument	Schedule future appointments per physician's directions Escort visitors to be seen into appropriate waiting area	

DECISIONS	CUES	ERRORS
Determine where visitors fit into various categories and deal with them in individual manner according to wishes of physician	Appearance of visitor, nature and urgency of request	Physician-employer dissatisfaction due to insufficient information

(TASK STATEMENT) SCREEN NON–PATIENT VISITORS

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Exhibit qualities of tact, poise, consideration, graciousness, and imagination	Measure of time (Example: time-minutes/hours)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	With visitors and physician	Clarity of expression Logic Poise
Writing	Recording appointment	Penmanship Spelling Classification Description Logic
Listening	Visitor's requests	Auditory discrimination, detection of propaganda devices, discriminate facts from non-facts, concentration, and logic

(TASK STATEMENT) COMPLETE REGISTRATION FORM AND HEALTH HISTORY RECORD

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Chart folder Registration form History sheet Writing material Writing surface	Complete history sheet according to physician's instructions Complete registration form as indicated	

DECISIONS	CUES	ERRORS
Ascertain correct spelling of name and complete address Determine if all information is completed as necessary	Original source of data If printed form utilized, all information fully completed	Incomplete or inaccurate information recorded Inability to trace delinquent accounts

(TASK STATEMENT) COMPLETE REGISTRATION FORM AND HEALTH HISTORY RECORD

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	With patient and/or relatives	Terminology Enunciation Clarity of expression Logic Poise
Writing	Recording	Penmanship Spelling Classification Memo format Description Medical terminology Logic

(TASK STATEMENT) EXPLAIN TO SCHEDULED PATIENTS UNEXPECTED DELAY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Telephone (if indicated) Appointment book Writing instrument	Apologize for delay Offer appropriate explanation of error Reschedule appointments as indicated or make referral	

DECISIONS	CUES	ERRORS
Determine explanation to be given to patients Determine best possible alternate appointment Determine if patient should be referred to another physician for immediate care	Nature of delay Legal consideration of explanation Patient's well being Physician's schedule Patient's schedule Emergency problem Doctor not expected in office over a period of time	Invasion of privacy and abondment Physician and/or patient dissatisfaction Medical-legal problems Poor patient care Physician and patient dissatisfaction

(TASK STATEMENT) EXPLAIN TO SCHEDULED PATIENTS UNEXPECTED DELAY

SCIENCE	MATH – NUMBER SYSTEMS
Exhibit qualities of tact, poise, consideration, graciousness, and imagination Maintain capacity to foster trust Maintain capacity to foster cooperation Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables	Measure of time (Example: time–minutes/hours etc.)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Explanation to patient	Enunciation Clarity of expression Persuasion Logic Poise
Listening	Instructions from the physician Reaction and needs of patients	Concentration Logic Note taking
Writing	Recording in appointment book Completion of appointment card	Penmanship, spelling, classification, and logic

(TASK STATEMENT) PLACE TELEPHONE CALLS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Telephone Telephone book Telephone index Writing materials	Obtain correct telephone number Modulate voice to pleasing pitch Position receiver properly	

DECISIONS	CUES	ERRORS
Determine if physician is readily available	Personally requested call – ample notification of call being placed	Wasted time

(TASK STATEMENT) PLACE TELEPHONE CALLS

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster cooperation Maintain capacity to cope with conflict behavior Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Placing call	Terminology Appropriate diction Enunciation Clarity of expression

(TASK STATEMENT) ANSWER TELEPHONE CALLS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Writing materials Appointment book Complete directory of community agencies	Transmit information, check resources as necessary Schedule appointments Record messages for proper response by physician Screen calls, i.e. those assistant can answer, those physician must answer Record pertinent information on patient record	Never have food or gum in mouth Avoid improper voice tone

DECISIONS	CUES	ERRORS
Determine caller's needs Determine who should handle call Determine if physician can return call at his/her convenience	Be aware of office policy and/or physician's preference Be aware of medical-legal implications of giving information over telephone Not of an emergency nature	Giving out information to unauthorized Patient dissatisfaction Poor patient care Medical-legal problems

(TASK STATEMENT) ANSWER TELEPHONE CALLS

SCIENCE	MATH – NUMBER SYSTEMS
Exhibit qualities of tact, poise, consideration, graciousness, and imagination Maintain capacity to foster trust, Maintain capacity to foster cooperation Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when enouuntering fast changing, multiple, personal or situational variables	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Question to determine caller's needs	Implying, enunciation, clarity of expression, and logic
Writing	Record messages, appointments, and pertinent data on patient record	Penmanship, spelling, classification, description, and logic
Listening	Caller's requests	Auditory discrimination, detection of propaganda devices, discriminate facts from non-facts, concentration, logic, and note taking

(TASK STATEMENT) ANSWER EMERGENCY TELEPHONE CALLS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Writing materials Appointment book Complete directory of community agencies	Handle on individual merit Question caller until true situation is ascertained, and take prompt action accordingly If servere emergency, direct patient to emergency room (if physician is not available) Offer first aid advice if physician is not available and if it is appropriate Record call	

DECISIONS	CUES	ERRORS
Determine caller's needs Decide course of action	Caller's voice and mental state Medical and legal implications	Ignoring psychological needs Taking too much authority in so far as medical decisions Not charting details of call Misadvice to patient as to his/her course of action

(TASK STATEMENT) ANSWER EMERGENCY TELEPHONE CALLS

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust, confidentiality, cooperation; to cope with conflict behavior; to function efficiently when encountering fast changing, multiple, personal or situational variables; to exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Phone communication in calm voice	Appropriate diction, enunciation, clarity of expression, logic persuasion, and poise
Writing	Log immediately and accurately all emergency phone calls	Classification, description, terminology/ general vocabulary, clarity of expression, and logic
Listening	Caller's request's	Discriminate facts form non-facts, concentration, logic (ordering of thoughts and ideas), and note taking

(TASK STATEMENT) SCHEDULE APPOINTMENTS FOR PATIENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Writing surface Writing materials Appointment book Appointment cards	Record on proper date and time in appointment book Complete appointment card Give or mail to patient	

DECISIONS	CUES	ERRORS
Determine time of appointment according to patient's needs and physician's schedule Determine proper time interval for appointment Determine notations to be made on appointment book regarding physician's request for diagnostic procedures or nature of appointment	Nature of appointment/patient's needs Probable procedures to be completed Patient history Requests made by physician	Insufficient time for preliminary work Scheduling too heavy Schedule is delayed due to insufficient time Delay in completion of procedures; some could be completed before physician sees patient, if physician is aware of procedures and so directs medical assistant to begin

(TASK STATEMENT) SCHEDULE APPOINTMENTS FOR PATIENTS

SCIENCE	MATH – NUMBER SYSTEMS
	Measure of time. (Example: time–minutes/hours)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Confer with patients and physicians	Clarity of expression Logic Poise
Writing	Recording data on appointment card and book	Penmanship Spelling Usage

(TASK STATEMENT) MAKE ARRANGEMENTS FOR PATIENT ADMISSION TO HOSPITAL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Patient chart Phone Writing instrument Appropriate pre-admission forms from specific hospital	Place call Schedule admission Notify and instruct patient Complete the pre-admission form or instruct patient in procedure according to type of form used by hospital	

DECISIONS	CUES	ERRORS
Determine most convenient time and day	Nature and length of hospital stay Patient's and doctor's schedule	

(TASK STATEMENT) MAKE ARRANGEMENTS FOR PATIENT ADMISSION TO HOSPITAL

SCIENCE	MATH – NUMBER SYSTEMS
Exhibit qualities of tact, poise, consideration, and graciousness	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Talk with admission office personnel Talk with physician and patient	Appropriate diction, enunciation, and logic Terminology/general vocabulary, clarity of expression, and poise
Writing	Record on patient chart	Penmanship, spelling, classification, description, terminology/general vocabulary, and logic
	Pre-admission form	Typing

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(TASK STATEMENT) PREPARE SCHEDULE FOR PHYSICIAN OF HOSPITAL PATIENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies	Type per wishes of physician; i.e. frequency of preparation, and order and type of information	

DECISIONS	CUES	ERRORS
	List should include any factors which would facilitate patient care and efficiently utilize physician's time	Omission of "emergency admissions"

(TASK STATEMENT) PREPARE SCHEDULE FOR PHYSICIAN OF HOSPITAL PATIENTS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to and from physician Communication with hospital	Terminology/general vocabulary Appropriate diction Clarity of expression Logic
Writing	Record schedule and related information	Penmanship and/or typing Spelling Classification Description Clarity of expression Denotative/connotative words

(TASK STATEMENT) ARRANGE MEETINGS AND/OR CONFERENCES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies As indicated by individual situation—varies to great degree	Contact parties involved Obtain and/or disburse information concerning details, i.e. date, time, duration, place, nature of meeting or conference, number of persons involved Record details Follow-up on details	

DECISIONS	CUES	ERRORS
Determine nature of meeting Determine most appropriate date, time, and place	Agenda, parties involved Doctor's schedule	Inefficiency

(TASK STATEMENT) ARRANGE MEETINGS AND/OR CONFERENCES

SCIENCE	MATH – NUMBER SYSTEMS
Exhibit qualities of tact, poise, consideration, graciousness, and imagination Maintain capacity to foster cooperation Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Verbal interaction with physician and other parties concerned	Clarity of expression Logic Poise Persuasion
Writing	Record arrangements completed Notify parties involved	Spelling Classification Business letters (format/content) Terminology/general vocabulary Clarity of expression

(TASK STATEMENT) ARRANGE TRAVEL ACCOMODATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Typewriter Telephone	Arrange for transportation Arrange for lodging	

DECISIONS	CUES	ERRORS
Determine most appropriate mode of transportation and place of lodging	Dates – times – cost and kind of accomodations – physician's desires	Not requesting written confirmation especially for lodging, no reservation

(TASK STATEMENT) ARRANGE TRAVEL ACCOMODATIONS

SCIENCE	MATH – NUMBER SYSTEMS
Exhibit qualities of tact, poise, consideration, graciousness, and imagination Maintain capacity to foster cooperation Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Talk with physician and others concerning arrangements	Clarity of expression Logic Poise Persuasion
Writing	Inquiries about accomodations	Spelling Business letters (format/content) Clarity of expression Logic
	Record accurately the arrangements made	Memo format Description

(TASK STATEMENT) OPERATE AND MAINTAIN TYPEWRITER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies as applied to typewriter maintenance i.e. typewriter brush, operating manual, cleaning fluid, etc.	Be familiar with all moving parts Type on both manual and electric typewriters Clean a typewriter	
DECISIONS	**CUES**	**ERRORS**
Determine at what point professional maintenance is necessary	Appropriate manual	Malfunction of machine

(TASK STATEMENT) OPERATE AND MAINTAIN TYPEWRITER

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Manual	Comprehension Detail/inference Description of mechanism Definition Terminology Instructions

(TASK STATEMENT) TRANSCRIBE FROM A DICTATING MACHINE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Typewriter Standard office supplies Dictation transcriber Others as situation indicates, i.e. patient chart, dictionaries (medical, Webster)	Operate dictating machine Set up and type output as indicated from transcriber Proofread copy	

DECISIONS	CUES	ERRORS
Determine accuracy	Visual scanning Original source of data	Incomplete or inaccurate information recorded Poor format and/or grammatical errors

(TASK STATEMENT) TRANSCRIBE FROM A DICTATING MACHINE

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Dictated tape	Comprehension, medical terminology, concentration, logic, note taking, noise discrimination
Viewing	Proofed copy	Visual analysis, memory, logic, detail/inference
Writing	Typed copy (or letter)	Typing, spelling, grammar, letter/format

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(TASK STATEMENT) OPERATE COPY EQUIPMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies as applied to individual equipment	Follow operational manual to: set up machine load materials to be copied remove originals and copies shut down machine	If fluid used in copy machine, use care in handling Stain damage
DECISIONS	**CUES**	**ERRORS**
Determine what point to call professional maintenance	Appropriate manual	Break down of equipment

(TASK STATEMENT) OPERATE COPY EQUIPMENT

SCIENCE	MATH – NUMBER SYSTEMS
Effect of heating and cooling on state of matter (change of matter from one form to another) Effects of heat and/or light on some copy paper	Locate by approximation rational numbers and integers on the number line (sequential ordering) Given an instrument of measure, determine precision, and/or accuracy with respect to relative error, tolerance, and significant digits (measuring in other than linear, square, and cubic)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Manual	Comprehension, detail/inference, description of mechanism, definition, terminology, tistructions
Viewing	Dials, gauges, finished copy	Visual analysis (seeing the parts in relation to the whole), logic (ordering of thoughts and perceptions), detail and inference, color discrimination, and recognition of symbols, codes, emblems

(TASK STATEMENT) COMPOSE AND TYPE A BUSINESS LETTER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Typewriter Standard office supplies Dictionary Others as indicated, i.e. order books telephone books appropriate directory	Set up and type letter as situation indicates Proofread copy Address envelope correctly	

DECISIONS	CUES	ERRORS
Determine proper phraseology Determine proper performance interval	Must be clear, concise, and accurate	

(TASK STATEMENT) COMPOSE AND TYPE A BUSINESS LETTER

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers Multiplication and division with whole numbers Addition and subtraction of decimal fractions Multiplication and division of decimal fractions

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Compose letter	Spelling, business letters (format/content), terminology/general vocabulary, clarity of expression,and logic
Listening	Instructions from physician	Concentration, logic (ordering of thoughts and ideas), word definition, and note taking
Viewing	Proofed copy	Visual analysis (seeing the parts in relation to the whole), memory (short and long term retention), and detail and inference

(TASK STATEMENT) TYPE A CONSULTATION LETTER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Typewriter Standard office supplies Patient chart Dictionaries	Set up and type letter as situation indicated Proofread copy Address envelope correctly	

DECISIONS	CUES	ERRORS
Determine proper format and information Determine accuracy of information	Physician's notes, original source of data	Incompiete or inaccurate information given

(TASK STATEMENT) TYPE A CONSULTATION LETTER

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers Multiplication and division with whole numbers Addition and subtraction of decimal fractions Multiplication and division of decimal fractions

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Oral communication with physician	Concentration, logic (ordering of thoughts and ideas), word definition, and note taking
Writing	Compose letter	Spelling, business letters (format/content), terminology/general vocabulary, clarity of expression, and logic
Viewing	Proofed copy	Visual analysis (seeing the parts in relation to the whole), memory (short and long term retention), and detail and inference

(TASK STATEMENT) COMPOSE AND TYPE A RECALL LETTER TO PATIENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Typewriter Standard office supply Dictionary Patient chart	Set up and type letter as situation indicates and at proper interval according to physician's policy Proofread copy Address envelope correctly	

DECISIONS	CUES	ERRORS
Determine proper phraseology Determine proper interval	Physicians' policy	

(TASK STATEMENT) COMPOSE AND TYPE A RECALL LETTER TO PATIENT

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers Multiplication and division with whole numbers Addition and subtraction of decimal fractions Multiplication and division of decimal fractions

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Compose letter	Spelling Business letters (format/content) Terminology/general vocabulary Clarity of expression Logic
Viewing	Proofed copy	Visual analysis (seeing the parts in relation to the whole) Memory (short and long term retention) Logic (ordering of thoughts and perceptions) Detail and inference

(TASK STATEMENT) COMPOSE AND TYPE COLLECTION LETTER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Typewriter Standard office supplies Dictionary Account card Patient's card	Set up and type letter as situation indicates Proofread copy Address envelope correctly	

DECISIONS	CUES	ERRORS
Determine proper phraseology Determine proper time at which to perform procedure	Format Tact	Inaccuracy can lead to unfavorable patient relations Incorrect address or amount

(TASK STATEMENT) COMPOSE AND TYPE COLLECTION LETTER

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers Multiplication and division with whole numbers Addition and subtraction of decimal fractions Multiplication and division of decimal fractions

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Compose letter to guarantor	Spelling Business letters (format/content) Clarity of expression Logic
Viewing	Proofed copy	Visual analysis (seeing the parts in relation to the whole) Logic (ordering of thoughts and perceptions) Detail and inference

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(TASK STATEMENT) COMPLETE WORKMEN'S COMPENSATION FORMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Typewriter Standard office supply Forms supplied by Workmen's Compensation Patient's chart Patient's financial record	Obtain written authorization from patient Interpret physician's notes from chart List procedures accurate case number, disability, and professional fee Note on patient's record (copy if possible)	

DECISIONS	CUES	ERRORS
Determine which form is appropriate for circumstances	Format, type of compensation requested	Incomplete or inaccurate information No compensation awarded

(TASK STATEMENT) COMPLETE WORKMEN'S COMPENSATION FORMS

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers Multiplication and division with whole numbers Reduction of fractions Addition and subtraction of proper and improper fractions Multiplication and division of proper and improper fractions Changing mixed numbers to improper fractions Addition and subtraction of decimal fractions Multiplication and division of decimal fractions

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Physician's instructions	Comprehension, medical terminology, concentration, logic (ordering of thoughts and ideas), and note taking
Reading	Notes of physician	Comprehension, detail/inference, informational reports, terminology, and instructions
Writing	To commission recording data	Spelling, classification, description, terminology general vocabulary, clarity of expression, and logic.

(TASK STATEMENT) COMPLETE COMMERCIAL HEALTH FORMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Typewriter Standard office supply Forms from particular company involved Patient's chart Patient's financial record	Interpret physician's notes from chart List procedure, accurate case number, and fee Note on patient's record (copy if possible) Obtain written authorization for release of information	

DECISIONS	CUES	ERRORS
Determine assignment of benefits Determine amount of detail to be included	Physician's preference Unusual length of time taken to complete procedure, i.e. debridement of wounds, burns, etc.	Incomplete or inaccurate information Patient receives lower benefits than would have received if sufficient information given

(TASK STATEMENT) COMPLETE COMMERCIAL HEALTH FORMS

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Request for authorization	Spelling, business letters (format/content), clarity of expression, and logic
	Letters to insurance company	Classification, and terminology/general vocabulary, and record data
Reading	Physician's instructions	Comprehension, medical terminology, detail/inference, and definition

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(TASK STATEMENT) COMPLETE MEDICARE PART B FORMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Typewriter Standard office supplies Forms supplied by Medicare Patient's chart Patient's financial record	Interpret physician's notes from chart List procedure, accurate case number, and fee Note on patient's record (copy if possible)	

DECISIONS	CUES	ERRORS
Determine assignment of benefits	Physician's preference	

(TASK STATEMENT) COMPLETE MEDICARE PART B FORMS

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Request for authorization	Spelling, business letters (format/content), clarity of expression, and logic
	Letters to insurance company	Record data, classification, and terminology/ general vocabulary
Reading	Physician's instructions	Comprehension, medical terminology, detail/ inference, and definition

(TASK STATEMENT) COMPLETE PUBLIC ASSISTANCE BILLING FORMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Typewriter Standard office supply Forms supplied by individual agency Patient's chart Patient's financial record Note: follow guide lines of individual states	Interpret physician's notes from chart List procedure, accurate case number, and fee Note on patient's record (copy is possible)	
DECISIONS	**CUES**	**ERRORS**
Determine assignment of benefits	Physician's preference	

(TASK STATEMENT) COMPLETE PUBLIC ASSISTANCE BILLING FORMS

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	To patients and agencies	Spelling, description, business letters (format/content), terminology/general vocabulary, clarity of expression, and logic
Reading	Letters and forms billed by patient's and agencies	Comprehension, detail/inference, informational reports, definition, and terminology
Speaking	By phone or in person with patient's and agencies	Terminology/general vocabulary, enunciation, clarity of expression, and logic

(TASK STATEMENT) INVENTORY OFFICE SUPPLIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Stock book or cards	Count supplies Record supplies Rearrange supplies in proper order	Proper use of available storage facilities Damage to supplies Trauma to personnel

DECISIONS	CUES	ERRORS
Determine point at which to reorder	Guidelines on amount of reserve stock	Run short of supplies

(TASK STATEMENT) INVENTORY OFFICE SUPPLIES

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers Multiplication and division of whole numbers Sequential ordering

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Record inventory	Classification Denotative/connotative words Logic

(TASK STATEMENT) ORDER AND RECEIVE OFFICE SUPPLIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Stock book or cards Record of supplies and costs of supplies Telephone	Place orders appropriately and accurately Inventory and record on inventory sheet or cards Store in proper area	

DECISIONS	CUES	ERRORS
Determine at what point supplies will be depleted Determine physical needs of articles to be stored	Rate of use Refrigeration necessary for some medications	Run short of supplies Breakdown of drug-must be discarded

(TASK STATEMENT) ORDER AND RECEIVE OFFICE SUPPLIES

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers Multiplication and division of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Correspond with supplier Record transactions	Spelling, classification, and description Classifications, and memo format Business letters (format/content), terminology/ general vocabulary, clarity of expression, and logic.
Speaking	Verbal interaction with employer Telephone order	Terminology/general vocabulary, appropriate diction, clarity of expression, denotative/ connotative words, and logic

Duty B Completing Business Office Duties

1 Operate and maintain an adding machine
2 Fill out and process a day sheet
3 Complete a charge slip
4 Complete an account card
5 Prepare statements
6 Prepare information for a commercial billing agency
7 Investigate returned mail
8 Accept payment and post ledger cards
9 Complete a bank deposit slip
10 Handle credit arrangements with patient
11 Contact deliquent patient
12 Extract billing information from doctor's notes
13 Obtain and record patient billing information for hospital visits by physician
14 Establish and control petty cash fund
15 Prepare and maintain employees' payroll records
16 Complete employee related tax forms
17 Disburse professional expenses
18 Reconcile a checkbook with bank statement monthly
19 Complete monthly disbursement sheet and/or ledger
20 Complete summary sheets of earning and income
21 Assemble information for accountant for tax returns

(TASK STATEMENT) OPERATE AND MAINTAIN AN ADDING MACHINE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Adding machine Brush for key cleaning Adding machine tape	Be familiar with all moving parts Operate as indicated in instruction manual Clean keys as needed Put in new roll of paper	
DECISIONS	**CUES**	**ERRORS**
Determine when to clean keys	Quality of print out	Light print

(TASK STATEMENT) OPERATE AND MAINTAIN AN ADDING MACHINE

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Operation manual	Comprehension Detail/inference Informational reports Description of mechanism Definition Terminology Process report–instructions

(TASK STATEMENT) FILL OUT AND PROCESS A DAY SHEET

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Writing materials Day sheet – as specified by physician Account cards Cash control sheet (if indicated by office policy)	Record procedures performed Record charges and credits for same (office policy may indicate all charges listed by physician) Total all debits and credits daily Balance sheet with cash and checks received Note any non-payment credits Calculate professional discount if any	

DECISIONS	CUES	ERRORS
Determine accuracy of total	Does not balance	Monthly-quarterly and/or yearly will reflect errors and cause problems

(TASK STATEMENT) FILL OUT AND PROCESS A DAY SHEET

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers Multiplication and division with whole numbers Reduction of fractions Addition and subtraction of proper and improper fractions Multiplication and division of proper and improper fractions Changing mixed numbers to improper fractions Addition and subtraction of decimal fractions Multiplication and division of decimal fractions Rounding off decimals and whole numbers Changing percents to fractions and fractions to percents Finding a percent of a number and what percent one number is of another

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Transfer of information regarding charges to patient's ledger cards	Spelling Classification Description Terminology/general vocabulary Clarity of expression Denotative/connotative words Logic

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(TASK STATEMENT) COMPLETE A CHARGE SLIP

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Writing materials Charge slips	Record all procedures performed and fee for each	

DECISIONS	CUES	ERRORS
Determine accuracy of recorded information	Original source of data	Incomplete or inaccurate information Incorrect billing

(TASK STATEMENT) COMPLETE A CHARGE SLIP

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subrraction of whole numbers Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Record medical terminology	Spelling, classification, description, clarity of expression, denotative/connotative words, logic
Reading	Chart	Comprehension, detail/inference, informational reports, progress reports, physical experimentation reports, definition, and terminology

(TASK STATEMENT) COMPLETE AN ACCOUNT CARD

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supply Account card Registration form Typewriter	Type heading information from registration form Record professional services, fees, and credits as they occur Double check all fee and credit entries Maintain a running balance due File alphabetically Note: type of account card varies with individual physician	

DECISIONS	CUES	ERRORS
Determine accuracy of recorded information	Registration form	Incorrect billing

(TASK STATEMENT) COMPLETE AN ACCOUNT CARD

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers Multiplication and division with whole numbers Reduction of fractions Addition and subtraction of proper and improper fractions Multiplication and division of proper and improper fractions Changing mixed numbers to improper fractions Addition and subtraction of decimal fractions Multiplication and division of decimal fractions Rounding off decimals and whole numbers Changing percents to fractions and fractions to percents Finding a percent of a number and what percent one number is of another

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Registration form	Comprehension, medical terminology, detail/inference, and definition
Writing	Recording information on cards	Penmanship, spelling, classification, description, terminology/general vocabulary, clarity of expression, denotative/connotative words, and logic

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(TASK STATEMENT) PREPARE STATEMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Typewriter and/or copy machine Patient's financial records Statements Envelopes Stamps Other equipment as utilized be individual office Note: Physicians may utilize window envelopes Physicians may use system which would include making of statement when posting completed	Transmit information from patient's financial record to typed statement Make collection notices as situation indicates Ready for mailing – i.e., fold, seal, stamp, if manual process is used	

DECISIONS	CUES	ERRORS
Determine accuracy of figures	Financial record	Incorrect billing

(TASK STATEMENT) PREPARE STATEMENTS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	To patient	Spelling, description, terminology/general vocabulary, business letters (format/content) clarity of expression, and logic
Reading	Account card	Comprehension, medical terminology, detail/ inference, informational reports, and definition

(TASK STATEMENT) PREPARE INFORMATION FOR A COMMERCIAL BILLING AGENCY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Typewriter – optional Charge slips Forms provided by commercial billing agency utilized	Record patient charges and receipts on form provided Note: Must be accurate in recording all information– i.e., patient's name, patient's address, date of service, type of service, and charge for service Deliver to commercial billing agency at specified time interval	

DECISIONS	CUES	ERRORS
Determine accuracy of information	Patient's records	Incorrect billing

(TASK STATEMENT) PREPARE INFORMATION FOR A COMMERCIAL BILLING AGENCY

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Record patient information and medical terminology Correspondence with agency	Penmanship Spelling Classification Description Business letters (format/content) Clarity of expression Logic

(TASK STATEMENT) INVESTIGATE RETURNED MAIL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Patient's record Telephone	Compare address with patient's record Inquire of patient's employer for new address Inquire of individual who referred patient for new address Inquire of credit bureau for recent record of purchases If simple error in initial writing, re-address and mail immediately	

DECISIONS	CUES	ERRORS
Determine source of error	Records	Returned again

(TASK STATEMENT) INVESTIGATE RETURNED MAIL

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Requests for information	Spelling Business letters (format/content) Clarity of expression Logic
Speaking	Telephone for information	Appropriate diction Clarity of expression Logic

(TASK STATEMENT) ACCEPT PAYMENT AND POST LEDGER CARDS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Writing materials Completed day sheet Patient's financial records Cash receipt book Adding machine Department endorsement stamp (optional)	Write a receipt for all cash payments as taken Stamp checks with deposit endorsement at the time of receipt Add cost and checks and reconcile with day sheet totals Post procedures, debits, and credits to patient's ledger card Total newly entered debits and credits on patient's ledger cards, and reconcile figures with day sheet totals (not balance)	
DECISIONS	**CUES**	**ERRORS**
Determine if check is properly endorsed Determine accuracy of posting	Stamped – "for deposit only" Original source of data	

(TASK STATEMENT) ACCEPT PAYMENT AND POST LEDGER CARDS

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Record figures	Spelling Classification Usage
Speaking	Patient making payment made in person	Enunciation Clarity of expression Logic Poise

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(TASK STATEMENT) COMPLETE A BANK DEPOSIT SLIP

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Bank deposit slips Carbon paper Typewriter Adding machine	Recount cost and reconcile with receipt book List, by payee, all checks and amount thereof on slip Add checks listed and enter total on deposit slip Enter total cost in deposit slip; add cash and checks, and then total: enter final total on slip Reconcile total with day sheet Make a complete carbon copy of deposit slip	

DECISIONS	CUES	ERRORS
Determine if all checks are endorsed (if not properly done at time of receipt)	Stamped or signed	Cannot deposit checks

(TASK STATEMENT) COMPLETE A BANK DEPOSIT SLIP

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Recording information	Penmanship Spelling Classification Logic
Reading	Accounts	Comprehension Detail/inference

(TASK STATEMENT) HANDLE CREDIT ARRANGEMENTS WITH PATIENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Account card Fee schedule (for reference)	Determine services for which patient will be or has been charged Determine schedule of payments agreeable with patient Obtain signed note (if this is office policy) Note: Need for collection procedures can be avoided in most cases if patient is aware of desire of office to facilitate payment through agreeable means	

DECISIONS	CUES	ERRORS

(TASK STATEMENT) HANDLE CREDIT ARRANGEMENTS WITH PATIENT

SCIENCE	MATH – NUMBER SYSTEMS
Exhibit qualities of tact, poise, consideration, graciousness, and imagination Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to cope with conflict behavior Exhibit capacity to acertain best service for the particular needs of patient	Addition and subtraction of whole numbers Multiplication and division with whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Record credit information	Penmanship Spelling Classification Logic
Speaking	Patient and physician's negociations of payment	Clarity of expression Logic Poise

(TASK STATEMENT) CONTACT DELINQUENT PATIENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Patient financial record Telephone Typewriter	Talk to delinquent patient's who visit office Call patient's who can be contacted by telephone Patient should be contacted personally when account becomes delinquent Write to patient s who cannot be reached Motivate patient to pay delinquent bill and still preserve self-esteem	

DECISIONS	CUES	ERRORS
Determine method of contact	Availability of patient	Non-payment of bill

(TASK STATEMENT) CONTACT DELINQUENT PATIENT

SCIENCE	MATH – NUMBER SYSTEMS
Understand need for patient to preserve self-esteem Exhibit qualities of tact, poise, consideration, graciousness, and imagination Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to cope with conflict behavior Exhibit capacity to acertain best service for the particular needs of patient	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Personal and telephone notice of delinquency	Appropriate diction, enunciation, clarity of expression, denotative/connotative words, and logic
Writing	Compose notice of delinquency	Spelling, description, business letters (format/content), clarity of expression, and logic

(TASK STATEMENT) EXTRACT BILLING INFORMATION FROM DOCTOR'S NOTES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Patient's chart Patient's financial record Day sheet or practice ledger	Check for special information regarding billing: i.e. injury may be work related or basis for legal suit; third person may be responsible for bill; physician may indicate no charge; professional discount	

DECISIONS	CUES	ERRORS
Determine amount of billing	Physician's notes	Incorrect billing

(TASK STATEMENT) EXTRACT BILLING INFORMATION FROM DOCTOR'S NOTES

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Patient's notes	Interpret medical terminology, comprehension, detail/inference, definition, terminology, and process report – instructions
Writing	Financial record	Penmanship, spelling, classification, and logic

(TASK STATEMENT) OBTAIN AND RECORD PATIENT BILLING INFORMATION FOR HOSPITAL VISITS BY PHYSICIAN

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Hospital patient list Patient's financial record	Check with physician daily regarding hospital services; i.e., hospital visits, consultations, and surgery	
DECISIONS	**CUES**	**ERRORS**
Determine accuracy of information	Contact on daily basis	Incorrect billing

(TASK STATEMENT) OBTAIN AND RECORD PATIENT BILLING INFORMATION FOR HOSPITAL VISITS BY PHYSICIAN

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Patient's record	Penmanship, spelling, classification, terminology/general vocabulary, denotative/connotative words, and logic
Speaking	Consult physician	Terminology/general vocabulary, enunciation, clarity of expression, and logic
Listening	Interpret medical terminology	Auditory discrimination, concentration, logic (ordering of thoughts and ideas), and word definition

(TASK STATEMENT) ESTABLISH AND CONTROL PETTY CASH FUND

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Writing materials Cash from professional account – starting amount varied with individual physician Separate container for cash – preferrably a cash box Cash ledger – type and complexity varies with physician's wishes	Record starting amount Accurately record all debits promptly, and have written receipts for same Maintain a running balance Supplement funds as needed and add to running balance Note: correct control of cash can best be maintained when only one individual is involved	

DECISIONS	CUES	ERRORS
Determine flow of cash	Original and supplemental funds should be issued as cash checks from professional account to maintain good control	Incomplete or incorrect records

(TASK STATEMENT) ESTABLISH AND CONTROL PETTY CASH FUND

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Record information	Penmanship Spelling Classification Logic

(TASK STATEMENT) PREPARE AND MAINTAIN EMPLOYEES' PAYROLL RECORDS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Employees witholding exemption certificate Payroll ledger (pre-printed optional) Applicable tax booklets issued by federal, state, and city agencies (may vary with individual state and/or city)	Have employer complete and sign employees witholding exemption certificate If not pre-printed ledger, make column headings as indicated (i.e., pay period, gross, federal income tax, social security, state, city, insurance, etc., net salary) Heading of each sheet should contain all allowed benefits, i.e., sick leave, vacation, salary, date of amount of any increases, etc. Maintain individual sheets for each employer Make totals monthly, quarterly, and yearly	

DECISIONS	CUES	ERRORS
Determine correctness of figures and totals	Balance sheets	Incorrect reports and tax form

(TASK STATEMENT) PREPARE AND MAINTAIN EMPLOYEES' PAYROLL RECORDS

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers Multiplication and division with whole numbers Finding a percent of a number and what percent one number is of another Read and interpret charts, tables, and/or graphs Measure of time and speed (example: time – seconds, minutes, etc.; speed – feet per minute, R.P.M., etc.)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Physician with employee	Enunciation, clarity of expression, denotative/connotative words, logic, and poise
Writing	With employee, recording information	Penmanship, spelling, classification, clarity of expression, and logic

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(TASK STATEMENT) COMPLETE EMPLOYEE RELATED TAX FORMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Payroll records Typewriter Adding machine Applicable tax forms i.e., W–2, quarterly employer's forms, and yearly employer's forms State and city forms vary with geographical location	Complete forms as indicated Accurately follow instructions in sequence to eliminate errors Double check all figures Make carbon copies of all forms and file appropriately Write applicable check Complete and mail before deadlines	

DECISIONS	CUES	ERRORS
Determine accuracy of figures	Payroll records, W–2 forms, computation tape	Incorrect tax forms

(TASK STATEMENT) COMPLETE EMPLOYEE RELATED TAX FORMS

SCIENCE	MATH – NUMBER SYSTEMS
	Read and interpret charts, tables, and/or graphs Addition and subtraction of whole numbers Multiplication and division with whole numbers Finding a percent of a number and what percent one number is of another

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	To agency involved	Spelling Business letters (format/content) Terminology/general vocabulary) Clarity of expression
	Recording information	Classification Denotative/connotative words Logic

(TASK STATEMENT) DISBURSE PROFESSIONAL EXPENSES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Invoices approved by physician Ledger of standard office expenses, i.e., rent (if applicable to office), salary of employees Check book Adding machine Typewriter (optional) Check-writer (optional)	Determine amount for check Re-check correctness of invoice Double check figures before issuing check Type date, payee, and amount in proper place Record check number and date on invoice Enter date, payee, amount and reason for writing check on stub Subtract amount from check book balance Ready for mailing – envelope, stamp, etc. File invoice in paid file	

DECISIONS	CUES	ERRORS
Determine correctness of information	Invoice, office ledger	Over or under payment

(TASK STATEMENT) DISBURSE PROFESSIONAL EXPENSES

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers [if percent discount is offered] Finding a percent of a number and what percent one number is of another [for prompt payment]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Invoices	Comprehension Detail/inference Terminology
Writing	Checks, envelopes	Penmanship Spelling

(TASK STATEMENT) RECONCILE A CHECKBOOK WITH BANK STATEMENT MONTHLY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Writing materials Checkbook stubs Carbon copy of deposit slips Bank statement Cancelled checks Adding machine	Record checkbook balance at start of month Add receipts Subtract checks written and bank charges Sub-total for correct checkbook balance at end of month Total checks outstanding Add to sub-total Total for correct bank balance	

DECISIONS	CUES	ERRORS
Determine accuracy of figures	Possible bank error Checkbook Individual totals will reconcile	Non-reconciled account

(TASK STATEMENT) RECONCILE A CHECKBOOK WITH BANK STATEMENT MONTHLY

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Recording information	Penmanship Spelling Classification Terminology/general vocabulary Logic

(TASK STATEMENT) COMPLETE MONTHLY DISBURSEMENT SHEET AND/OR LEDGER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Checkbook Disbursement sheet (may vary in offices) Adding machine Typewriter (optional)	Record all payments made by check or cash for office expenses Record all payments made by check or cash for other than practice: i.e., contribution to charity, interest on a loan Record all disbursements from previous month disbursement sheet Record disbursements to date	

DECISIONS	CUES	ERRORS
Determine accuracy of information	Receipts, checks, disbursement sheet	Incorrect records

(TASK STATEMENT) COMPLETE MONTHLY DISBURSEMENT SHEET AND/OR LEDGER

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Record information	Penmanship Spelling Classification Terminology/general vocabulary Logic

(TASK STATEMENT) COMPLETE SUMMARY SHEETS OF EARNINGS AND INCOME

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Daily earnings records Monthly summary sheets Adding machine Typewriter (optional)	Record totals of patient's earnings, and income daily Record totals of services other than practice income: i.e., salary for teaching, interest and dividends from investments Record totals from previous month summary sheets Record earnings and income to date	

DECISIONS	CUES	ERRORS
Determine accuracy of information	Records, original source of data	Incorrect records

(TASK STATEMENT) COMPLETE SUMMARY SHEETS OF EARNINGS AND INCOME

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Record information	Penmanship Spelling Classification Terminology/general vocabulary Logic

(TASK STATEMENT) ASSEMBLE INFORMATION FOR ACCOUNTANT FOR TAX RETURNS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Summary sheets of income Summary sheets of disbursements Other records as requested by accountant	Assemble information Deliver to accountant	

DECISIONS	CUES	ERRORS
Determine accuracy of information	Dates on information	Incomplete information for tax returns

(TASK STATEMENT) ASSEMBLE INFORMATION FOR ACCOUNTANT FOR TAX RETURNS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Conversing with accountant	Enunciation Clarity of expression Logic Poise

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Duty C Preparing and Sterilizing Instruments and Supplies

1 Lift with transfer forceps
2 Sterilize with boiling water
3 Sterilize with chemicals
4 Clean chemical sterilizing equipment
5 Clean autoclave
6 Prepare and autoclave gauze sponges
7 Fold and autoclave towels
8 Wash and wrap surgical gloves
9 Autoclave surgical gloves
10 Prepare and wrap instruments
11 Autoclave instruments
12 Prepare and wrap glass syringes and needles
13 Autoclave syringes and needles

(TASK STATEMENT) LIFT WITH TRANSFER FORCEPS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Transfer forceps Material to be lifted (varies with individual needs) Sterile receptacle for object	Remove excess fluid if transfer forceps in chemical sterilizer Lift object to be moved Place object on sterile surface	Care must be taken to prevent contamination of forceps or object being transferred Proficiency in bilateral use necessary Contamination
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) LIFT WITH TRANSFER FORCEPS

SCIENCE	MATH – NUMBER SYSTEMS
Bacteriology Asepsis	

COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS

(TASK STATEMENT) STERILIZE WITH BOILING WATER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sterilizer Water (preferably distilled water) Material to be sterilized: e.g. glassware, enamelware, blunt instruments, stainless steel objects, soft-rubber goods Sterile forceps Timer	Clean material to be sterilized Immerse objects completely for necessary length of time (calculate time after water begins to boil) Remove with sterile forceps	Care of electric cord Electric shock Care in use of boiling water Burn Incomplete exposure: i.e., completely under water, and air pockets Contaminated object Care in cleaning Cross contamination

DECISIONS	CUES	ERRORS
Determine if air is trapped in container Determine when to begin timing	Observation Observation	Incomplete exposure Incomplete sterilization

(TASK STATEMENT) STERILIZE WITH BOILING WATER

SCIENCE	MATH – NUMBER SYSTEMS
Bacteriology Asepsis Effects of wet heat	Measure of time

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Gauges	Visual analysis (seeing the parts in relation to the whole) Logic (ordering of thoughts and perceptions) Detail and inference Recognition of symbols, codes, and emblems

(TASK STATEMENT) STERILIZE WITH CHEMICALS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Container for cold sterilization Chemical sterilizer: e.g., seventy to ninety percent isopropyl alcohol, formaldehyde – alcohol solution, two percent phenalic germicide cleanser, and lysol Steril forceps (for removal) Instruments or material to be sterilized – e.g., sharp instruments, hard-rubber goods, synthetics that are not thermostable, and lensed instruments Anti-rust agent	Clean material to be sterilized Dry material to be sterilized Prepare solution; follow directions for use of solution with utmost accuracy Immerse objects completely for necessary length of time Remove with sterile forceps	Rinse instruments in fresh isopropyl alcohol, or distilled water before being used Chemical germicides often are toxic
DECISIONS	**CUES**	**ERRORS**
Determine proper proportions of solution Determine proper amount of time for sterilization process	Directions for use of solution	Unsterile instruments

(TASK STATEMENT) STERILIZE WITH CHEMICALS

SCIENCE	MATH – NUMBER SYSTEMS
Bacteriology Asepsis Chemical action of disinfectants	Measure of time Liquid and dry measures Finding a percent of a number and what percent one number is of another

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Directions	Comprehension Detail/inference Definition Terminology Process report – instructions

(TASK STATEMENT) CLEAN CHEMICAL STERILIZING EQUIPMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Chemical sterilizer container Cold water – vinegar or special sterilizer cleaner Alcohol or ether Chemical sterilizer: e.g., seventy to ninety percent isopropyl alcohol, formaldehyde–alcohol solution, two percent phelolic germicide cleanser, and lysol Clean material	Empty chemcial solution Clean with appropriate cleaner Refill with chemical solution	

DECISIONS	CUES	ERRORS
Determine need for cleaning	Use and directions provided by individual office	Loss of efficiency in equipment

(TASK STATEMENT) CLEAN CHEMICAL STERILIZING EQUIPMENT

SCIENCE	MATH – NUMBER SYSTEMS
Bacteriology Asepsis Chemical action of disinfectants	Measure of time Liquid and dry measure Finding a percent of a number and what percent one number is of another

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Directions	Comprehension Detail/inference Definition Terminology Process report – instructions
Listening	Instructions	Auditory discrimination, concentration, logic (ordering of thoughts and ideas), word definition, note taking

(TASK STATEMENT) CLEAN AUTOCLAVE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Autoclave cleanser (check manufacturers instructions) Mild detergent Distilled water Autoclave Clean material	Drain autoclave Clean with appropriate cleaner Refill with distilled water	
DECISIONS	**CUES**	**ERRORS**
Determine need for cleaning	Use and directions provided by individual office	Loss of efficiency in equipment

(TASK STATEMENT) CLEAN AUTOCLAVE

SCIENCE	MATH – NUMBER SYSTEMS
Bacteriology Asepsis	Liquid and dry measures

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Directions	Comprehension Detail/inference Definition Terminology Process report – instructions
Listening	Instructions	Auditory discrimination, concentration, logic (ordering of thoughts and ideas), word definition, and note taking

(TASK STATEMENT) PREPARE AND AUTOCLAVE GAUZE SPONGES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Autoclave Distilled water Appropriate materials for wrapping, e.g., double layer muslin, approved permeable sterilizer paper, and pressure sensitive tape Non-soluble writing instrument Gauze sponges Dressing can Sterilization indicators, e.g., pellets in glass tubes, paper tabs, and strips	Wrap and secure packet Identify contents and date Place dressing can on side with lid open Do not overload sterilizer Operate autoclave Carefully monitor time and temperature Check indicator for desired reaction Remove and store properly in clean area when packets are dry	Care in operating door at completion of procedure Burn from steam Allow packets to dry in sterilizer Wet wrapping will allow contamination Check indicator for desired reaction Incomplete sterilization Careful monitoring of time and temperature Incomplete sterilization

DECISIONS	CUES	ERRORS
Determine procedure to be used	Needs of individual office (may wrap gauze and instruments in certain instances)	Unsterile material

(TASK STATEMENT) PREPARE AND AUTOCLAVE GAUZE SPONGES

SCIENCE	MATH – NUMBER SYSTEMS
Steam under pressure Asepsis Effects of moist heat on specifically prepared dyes	Measure time Measure temperature Given an instrument of measure, determine precision, and/or accuracy with respect ot relative error tolerance and significant digits (measuring in other than linear, square, and cubic)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Identify contents	Penmanship Spelling Classification Terminology/general vocabulary
Viewing	Gauges	Visual analysis (seeing the parts in relation to the whole) Logic (ordering of thoughts and perceptions) Detail and inference Recognition of symbols, codes, and emblems Sterilization indicators

(TASK STATEMENT) FOLD AND AUTOCLAVE TOWELS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Autoclave Distilled water Appropriate materials for wrapping, e.g., double layer muslin, approved permeable sterilizer paper, and pressure sensitive tape Non-soluble writing instrument Towels Sterilization indicators, e.g., pellets in glass tube, paper tabs, and strips	Fold towels and secure packet Identify contents and date Do not overload sterilizer Operate autoclave Carefully monitor time and temperature Check indicator for desired reaction Remove and store properly in clean area when packets are dry	Care in opening door at completion of procedure Burn from steam Allow packets to dry in sterilizer Wet wrapping will allow contamination Careful monitoring of time and temperature Incomplete sterilization Check indicator for desired reaction Incomplete sterilization
DECISIONS	**CUES**	**ERRORS**
Determine procedure to be used	Needs of office (may wrap instruments and towels together in certain instances)	Unsterile material Inefficiency when improperly completed

(TASK STATEMENT) FOLD AND AUTOCLAVE TOWELS

SCIENCE	MATH – NUMBER SYSTEMS
Steam under pressure Asepsis Effects of moist heat on specifically prepared dyes	Measure of time Measure of temperature Given an instrument of measure, determine precision, and/or accuracy with respect to relative error, tolerance, and significant digits (measuring in other than linear, square, and cubic)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Identify contents	Penmanship, spelling, classification, and terminology/general vocabulary
Viewing	Gauges	Visual analysis (seeing the parts in relation to the whole), logic (ordering of thoughts and perceptions), detail and inference, and recognition of symbols, codes, and emblems and sterilization indicators.

(TASK STATEMENT) WASH AND WRAP SURGICAL GLOVES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Water (cold and warm) Gloves (clean and contaminated) Detergent (low-sudsing alkaline) Large basins or double sink Drying equipment, e.g. towels, line for air drying Gauze Nonirritating starch preparation Appropriate wrapping material, e.g. muslin glove envelopes, muslin wrap (double layer), disposable approved permeable sterilizer paper, autoclave tape (pressure–sensitive tape), non-soluble writing instrument Sterilization indicators, eg. pellets in glass tube, paper tabs, and strips	Prepare detergent Wash and rinse gloves Turn gloves in cleaning and again in rinsing for proper washing Inspect for any tears or holes in gloves Dry and powder gloves Wrap gloves Place gauze in palm to allow free circulation of steam Date packages properly Identify contents and date	Wear gloves while performing task Contamination of operator

DECISIONS	CUES	ERRORS
Determine if any tears or holes present	Escape of air when checking	Glove tears when donning-contamination by wearer

(TASK STATEMENT) WASH AND WRAP SURGICAL GLOVES

SCIENCE	MATH – NUMBER SYSTEMS
Bacteriology Asepsis	Liquid and dry measures

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Identify contents	Penmanship Spelling Classification Terminology/general vocabulary

(TASK STATEMENT) AUTOCLAVE SURGICAL GLOVES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Autoclave Wrapped and properly labeled gloves Distilled water	Inspect reservoir before each use Load properly wrapped and labeled gloves loosely in vertical position Place wrapped gloves on edge for free circulation of steam Do not overload sterilizer Operate autoclave Monitor time and temperature Remove and store properly in clean area when packages are dry Check indicator for desired reaction	Care in opening door following use Burn from steam Allow packages to dry in autoclave Wet wrapping will allow contamination Check indicator for desired reaction Incomplete sterilization

DECISIONS	CUES	ERRORS
Determine proper time and temperature	Autoclave gauges	Contaminated or damaged gloves

(TASK STATEMENT) AUTOCLAVE SURGICAL GLOVES

SCIENCE	MATH – NUMBER SYSTEMS
Steam under pressure Asepses Effects of moist heat on specifically prepared dyes	Measure of time Measure of temperature Given an instrument of measure, determine precision, and/or accuracy with respect to relative error, tolerance, and significant digits (measuring in other than linear, square, and cubic)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Gauges and labels	Comprehension Detail/inference Definition Terminology
Writing	Labels on packages	Penmanship Spelling Classification Terminology/general vocabulary

(TASK STATEMENT) PREPARE AND WRAP INSTRUMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Water (cold and warm) Instruments (will vary to suit needs of office) Blood solvent or low-sudsing detergent Clean gloves Large basins or double sink Brush Appropriate wrapping material, eg. double layer muslin, approved permeable sterilizer paper, individual instrument self-sealing bags, pressure-sensitive tape, non-soluble writing instrument Sterilization indicators, eg. pellets in glass tube,paper tabs, and strips	Prepare detergent Open all hinged instruments Wash and rinse all instruments, brushing thoroughly all serrated jaws, and hinged areas Wrap instruments firm enough to handle, but loose enough to permit circulation of steam Identify contents and date	Wear gloves while performing task Contamination to assistant Carefully handle sharp instruments to prevent dulling of edges Dulling of instruments and/or injury to assistant

DECISIONS	CUES	ERRORS
Determine which types of instruments to wrap together	Needs of office, and procedure involved	Lack of efficiency

(TASK STATEMENT) PREPARE AND WRAP INSTRUMENTS

SCIENCE	MATH – NUMBER SYSTEMS
	Liquid and dry measures

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Identify contents	Penmanship Spelling Classification Terminology/general vocabulary

(TASK STATEMENT) AUTOCLAVE INSTRUMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Autoclave Wrapped and properly labeled instruments Distilled water	Replenish water in autoclave as needed Load properly wrapped and labeled instruments in vertical position Place packets on edge for free circulation of steam Do not overload sterilizer Operate autoclave Monitor time and temperature Inspect indicator for desired reaction	Care in opening door at completion of procedure Burn from steam Allow packets to dry in autoclave Wet wrapping will allow contamination Check indicator for desired reaction Incomplete sterilization
DECISIONS	**CUES**	**ERRORS**
Determine proper time and temperature	Autoclave gauges	Incomplete sterilization

(TASK STATEMENT) AUTOCLAVE INSTRUMENTS

SCIENCE	MATH – NUMBER SYSTEMS
Steam under pressure Asepsis Effects of moist heat on specifically prepared dyes	Measurement of time Measurement of temperature Given an instrument of measure, determine precision, as accuracy, relative error, and significant digits (measuring other than linear, square, and cubic)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Package labels	Comprehension Detail/inference Definition Terminology
Viewing	Gauges, sterilization indicators	Visual analysis (seeing the parts in relation to the whole) Memory (short and long term retention) Logic (ordering of thoughts and perceptions) Recognition of symbols, codes, and emblems

(TASK STATEMENT) PREPARE AND WRAP GLASS SYRINGES AND NEEDLES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Water (cold and warm) Syringes and needles Blood solvent or low-sudsing non-itching detergent Ether-alcohol or benzene as indicated Large basins or double sink Brush Cotton applicators Stylet Oil stone as indicated Distilled water or demineralized water if needed Syringe opener as indicated Appropriate wrapping material, eg. double layer muslin, approved permeable sterilizer paper, individual syringe bags, glass tubes or disposable paper forms, pressure sensitive tape, sterilizer indicator, and cotton balls or gauze Non-soluble writing instrument Sterilization indicators	Prepare detergent Wash and rinse syringes and needles, thoroughly cleaning needles; be sure moisture in cam - mula when autoclaved Match barrel and plunger Enclose syringes and needles in appropriate wrap or container firmly enough to handle but loose enough for steam to circulate Identify contents and date package	Care in handling needles Trauma or possible infection to assistant Extreme care in cleaning needles Hepatitis Attention to needle imperfections Discomfort and/or trauma to patient

DECISIONS	CUES	ERRORS
Determine needles and syringes to be wrapped together	Size and needs of office	Loss of efficiency

(TASK STATEMENT) PREPARE AND WRAP GLASS SYRINGES AND NEEDLES

SCIENCE	MATH – NUMBER SYSTEMS
Simple machines used to gain mechanical advantage	Measures of length Measure with the Metric and English system and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Identify contents	Penmanship Spelling Classification Terminology/general vocabulary

(TASK STATEMENT) AUTOCLAVE SYRINGES AND NEEDLES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Autoclave Wrapped and properly labeled packets or containers of syringes and needles Distilled water	Load properly wrapped and labeled syringes and needles in horizontal position Place syringes and needles in horizontal position for free circulation of steam; note: moisture must be in cammula of needle to sterilize Do not overload sterilizer Operate autoclave Carefully monitor time and temperature Remove and store properly in clean area when packets dry	Care in opening door at completion of procedure Burn from steam Dry needles placed in sterilizer Non-sterile needles Allow packets to dry in sterilizer Wet wrapping will allow contamination Careful monitoring of time and temperature Incomplete sterilization Care in loading sterilizer

DECISIONS	CUES	ERRORS
Determine proper time and temperature Determine amount of load	Autoclave gauges Instructions	Contaminated instruments Too full-incomplete sterilization

(TASK STATEMENT) AUTOCLAVE SYRINGES AND NEEDLES

SCIENCE	MATH – NUMBER SYSTEMS
Steam under pressure Asepsis Effects of moist heat on specifically prepared dyes	Measurement of time Measurement of temperature Given an instrument of measure, determine precision, and/or accuracy with respect to relative error, tolerance, and significant digits (measuring in other than linear, square or cubic)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Package labels	Comprehension Detail/inference Definition Terminology
Viewing	Gauges, sterilization indicators	Visual analysis (seeing the parts in relation to the whole) Memory (short and long term retention) Logic (ordering of thoughts and perceptions) Recognition of symbols, codes, and emblems

Duty D Assisting with Clinical Procedures

1 Determine and chart height
2 Determine and chart weight
3 Take and chart a temperature
4 Take and chart a pulse
5 Count and chart respiration
6 Take and chart blood pressure
7 Determine color vision with Ishihara charts
8 Measure patient's vision with Snellen chart and record
9 Apply a circular bandage
10 Apply a finger splint
11 Apply a figure-of-eight bandage
12 Apply a recurrent-turn bandage
13 Apply a spiral turn or reverse flip bandage
14 Apply elastic bandage
15 Apply an arm splint
16 Apply an arm sling
17 Apply butterfly bandage
18 Apply tubular bandage
19 Apply sterile adhesive dressing
20 Apply a sterile dressing
21 Remove a contaminated dressing
22 Apply a pressure bandage to a burn
23 Position and drape patient for Trendelenburg
24 Position and drape patient for Knee Chest
25 Position and drape patient for Semi-Fowlers
26 Position and drape for Sims and Lateral
27 Position and drape for Lithotomy position

28 Prepare a general physical examination
29 Prepare a rectal tray
30 Assist with rectal examination
31 Set up an ear, nose, and throat tray
32 Prepare gynecological tray with Pap smear set-up
33 Assist with pelvic examination and Pap test
34 Assist patient from wheelchair to examining table
35 Restrain an infant or child
36 Assist with eye instillation
37 Assist with eye irrigation
38 Assist with ear instillation
39 Assist with ear irrigation
40 Assist a fainting patient
41 Treat patient for shock
42 Administer first aid for diabetic coma
43 Administer first aid for insulin shock
44 Administer first aid for poisoning by mouth
45 Administer first aid for seizures
46 Administer first aid for burn patients (heat and electrical)
47 Administer first aid for chemical burn patients
48 Administer first aid for stroke victims
49 Administer first aid for animal bites
50 Control bleeding with direct pressure
51 Control bleeding by pressure to supplying vessel
52 Apply tourniquet for hemorrhage
53 Assist physician with suspected coronary or myocardial infarction victim
54 Give mouth to mouth resuscitation
55 Give back pressure-arm lift resuscitation
56 Apply external cardiac scrub
57 Complete a surgical scrub
58 Don sterile gloves
59 Assist in putting on sterile gloves
60 Prepare skin for surgery

61 Set up for general surgery
62 Assist with minor surgery
63 Assist in obtaining biopsy
64 Assist with suture removal
65 Assist with electrosurgery
66 Assist physician in performing scratch test
67 Assist physician in performing patch test
68 Administer oral medication
69 Withdraw solutions for injection
70 Prepare needle-cartridge unit injection
71 Administer subcutaneous injection
72 Administer intradermal injection
73 Administer intramuscular injection
74 Assist with cast application
75 Assist with removal of cast
76 Instruct patient on use and care of crutches
77 Explain special diet to patient
78 Instruct patients regarding proper preparation for diagnotic tests
79 Assist in use of oscillometer
80 Perform hearing acuity tests
81 Assist with diathermy treatment
82 Assist with heat lamp treatment (infrared)
83 Assist with ultra sound treatment
84 Administer oxygen to patient
85 Administer Intermittent Positive Pressure Inhalation Therapy
86 Utilize publications providing list of approved drugs
87 Interpret prescriptions
88 Chart prescriptions
89 Prepare and replenish supplies in physician's bag
90 Organize and maintain examination rooms
91 Receive and organize medication samples
92 Inventory medication and medical supplies

(TASK STATEMENT) DETERMINE AND CHART HEIGHT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Scale with measuring rod	Measure height Calculate and chart	Assist patient on and off of scale Risk of patient falling – resultant trauma Accuracy and reliability of results critical

DECISIONS	CUES	ERRORS
Determine correct height	Measuring rod touches top of head	Record incorrect information

(TASK STATEMENT) DETERMINE AND CHART HEIGHT

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of pituitary, adrenal, parathyroid and thyroid glands Pathology of pituitary, adrenal, parathyroid, and thyroid glands	Measures of length Division – conversion of inches to feet Measure with the Metric and English system and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Poise
Writing	Record on chart	Penmanship Spelling Classification Terminology/general vocabulary Logic

(TASK STATEMENT) DETERMINE AND CHART WEIGHT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Physician's scale	Check balance accuracy of scale Weigh patient Chart	Assist patient on and off scale Risk of patient's falling Accuracy and reliability of results critical

DECISIONS	CUES	ERRORS
Determine correct weight	Balanced correctly	Record incorrect information

(TASK STATEMENT) DETERMINE AND CHART WEIGHT

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of pituitary and thyroid glands Pathology of pituitary and thyroid glands Balance of weights	Measures of weight Measure with the Metric and English system and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Poise
Writing	Chart information	Penmanship Spelling Classification Terminology/general vocabulary Logic

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(TASK STATEMENT) TAKE AND CHART A TEMPERATURE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Thermometer Cotton balls or sponges Alcohol Soap and water Watch with second hand Lubricant, if rectal	Position patient Shake thermometer down Complete procedure Chart	Caution patient against biting thermometer Laceration – poisoning from mercury Maintain grasp of thermometer when taking a rectal temperature Trauma to rectal mucous membrane Accuracy and reliability of results critical
DECISIONS	**CUES**	**ERRORS**
Determine type of thermometer Determine method of procedure	Condition, age of patient	Discomfort to patient, incorrect readings

(TASK STATEMENT) TAKE AND CHART A TEMPERATURE

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of nervous system – hypothalamus Related pathology Transfer of heat from one body to another: e.g., thermal expansion of mercury due to heat Effects of friction on work processes and product quality [lubricate rectal thermometer to reduce friction]	Measure of time Measure of temperature Conversion of Farenheit to Centigrade – vice versa Measure with the Metric and English system and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Poise
Writing	Chart information	Penmanship Spelling Classification Terminology/general vocabulary Logic

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(TASK STATEMENT) TAKE AND CHART A PULSE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Watch with a second hand	Locate appropriate artery Ample proper digital pressure on artery Note rhythm and force of pulse Count and note time Calculate and chart findings	Accuracy and reliability of results critical

DECISIONS	CUES	ERRORS
Determine necessity of rechecking rate on alternate artery Determine necessity of immediate notification to physician of variation from normal	Amount of variation Tachycardia or severe bradycardia and/or irregularities	Incorrect readings Patient complications

(TASK STATEMENT) TAKE AND CHART A PULSE

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of vascular system Pathology of vascular system Anatomy and physiology of autonomic nervous system Liquid under pressure – blood acts as a hydraulic system with heart as pump	Locate by approximation rational numbers and integers on the number line (sequential ordering) Multiplication of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Chart information	Penmanship Spelling Classification Terminology/general vocabulary Logic
Viewing	Watch	Visual analysis (seeing the parts in relation to the whole) Logic (ordering of thoughts and perceptions) Recognition of symbols, codes, and emblems

(TASK STATEMENT) COUNT AND CHART RESPIRATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Watch with second hand	Count respiration at time pulse is taken (do not routinely take immediately after exercise or while patient is excited) Continue steady pressure on wrist while completing procedure to reduce patient awareness of same Note quality of respiration Calculate and chart findings	Accuracy and reliability of results critical

DECISIONS	CUES	ERRORS
Determine necessity of immediate notification to physician of variation of normal	Amount of variation	

(TASK STATEMENT) COUNT AND CHART RESPIRATION

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of muscular system – effects of exercise Autonomic nervous system – hypothalamus, effects of excitement, pain, drugs, etc. , trauma to brain Pathology of respiratory system, particularly the lungs, and bronchi Reaction to environmental temperature	Multiplication of whole numbers Given an instrument of measure, determine precision, and/or accuracy, with respect to relative error, tolerance, and sugnificant digits (measuring in other than linear, square, and cubic) Locate by approximation rational numbers and integers on the number line (sequential ordering)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Note: Lack of verbal communication during procedure is critical Writing	Chart information	Penmanship Spelling Classification Terminology/general vocabulary Logic

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(TASK STATEMENT) TAKE AND CHART BLOOD PRESSURE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sphygmomanometer Stethoscope Cotton swab and alcohol	Position patient Lubricate brachial artery Complete procedure Conduct preliminary interpretation of the data and proceed with bilateral readings if indicated Chart reading	Proper deflation of cuff Impaired circulation and patient discomfort Accuracy and reliability of results critical
DECISIONS	**CUES**	**ERRORS**
Determine degree of patient anxiety Determine necessity of immediate notification to physician of variations from normal Determine proper rate of descent of Hg. column	Voice, movements, outward appearance, amount of variation Patient is comfortable, but pulse beat is two to four mm/Hg.	Elevated findings due to stress Inaccurate reading

(TASK STATEMENT) TAKE AND CHART BLOOD PRESSURE

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of vessels and heart, i.e., force of the heartbeat, resistance on arterial system, elasticity of arteries, and volume of the blood Aneroid sphygmomanometer – mechanical principle Mercury-gravity sphygmomanometer – hydraulic principle Liquid under pressure	Express numbers as common fractions Given an instrument of measure, determine precision, and/or accuracy with respect to relative error, tolerance, and significant digits (measuring in other than linear, square, and cubic)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Poise
Writing	Chart information	Penmanship Spelling Classification Terminology/general vocabulary Logic

155

(TASK STATEMENT) DETERMINE COLOR VISION WITH ISHIHARA CHARTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Ishihara book of charts	Explain procedure Have patient read color plates Interpret chart with patient findings	Accuracy and reliability of results critical
DECISIONS	**CUES**	**ERRORS**
		Inaccurate reading from chart

(TASK STATEMENT) DETERMINE COLOR VISION WITH ISHIHARA CHARTS

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of eye as relates to color vision Color theory of radiation Differences in absorption and radiation of energy between dark, rough, surfaces and light, smooth, polished surfaces [absorption of light energy as it relates to sight in humans]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Gestures Poise
Writing	Chart results	Penmanship Spelling Classification Terminology/general vocabulary Logic

157

(TASK STATEMENT) MEASURE PATIENT'S VISION WITH SNELLEN CHART AND RECORD

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Snellen chart Vision occludor	Stand patient twenty feet from chart Determine vision in each eye separately Check vision with and without corrective lenses Determine vision in both eyes	Accuracy and reliability of results critical
DECISIONS	**CUES**	**ERRORS**
		Inaccurate reading

(TASK STATEMENT) MEASURE PATIENT'S VISION WITH SNELLEN CHART AND RECORD

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of eye as relates to vision Pathology of eye Optical lens theory	Express a number as a common fraction

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Gestures Poise
Writing	Chart information	Penmanship Spelling Classification Terminology/general vocabulary Logic

159

(TASK STATEMENT) APPLY A CIRCULAR BANDAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Gauze Tape Scissors	Apply sterile dressing with aseptic technique Apply gauze Secure	Proper tension Impaired circulation Care in use of scissors Trauma

DECISIONS	CUES	ERRORS
Determine bandage type needed	Body plane, uniform width	

(TASK STATEMENT) APPLY A CIRCULAR BANDAGE

SCIENCE	MATH – NUMBER SYSTEMS
Simple machines used to gain mechanical advantage [scissors a tool] Relationship of force to distortion in an elastic body [force can reduce opening of vessels]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Gestures Poise
Writing	Chart procedure	Penmanship Spelling Classification Terminology/general vocabulary Logic

(TASK STATEMENT) APPLY A FINGER SPLINT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Splint material Gauze and/or tape Scissors	Select proper splint type Tailor splint Apply splint Secure	Metal splint, pad proximal end Lacerations Care in use of scissors Trauma

DECISIONS	CUES	ERRORS
Determine proper tension to permit good circulation but immobilize part	Color of skin, possible swelling	Impaired circulation

(TASK STATEMENT) APPLY A FINGER SPLINT

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of skeletal and muscular system of hand Pathology of skeletal system of hand Physiology of circulatory system to hand Simple machines used to gain mechanical advantage [scissors as an instrument]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instruction to patient	Enunciation Clarity of expression Logic Poise
Writing	Chart procedure	Penmanship Spelling Classification Terminology/general vocabulary Logic

(TASK STATEMENT) APPLY A FIGURE-OF-EIGHT BANDAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Gauze or elastic bandage Tape	Apply bandage material by basically applying two spiral loops of bandage, one up and one down, crossing each other Secure	Proper tension Impaired circulation

DECISIONS	CUES	ERRORS
Determine need for figure-of-eight type bandage	Body plane-angular, usually, i.e. joints	

(TASK STATEMENT) APPLY A FIGURE-OF-EIGHT BANDAGE

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of skeletal and muscular system of extremities Pathology of extremities Relationship of force to distortion in an elastic body [force can reduce opening of vessels]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Poise
Writing	Chart procedures	Penmanship Spelling Classification Terminology/general vocabulary Logic

(TASK STATEMENT) APPLY A RECURRENT TURN BANDAGE.

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Gauze Tape Scissors	Apply sterile dressing Apply gauze by winding back and forth over a part Hold in position with circular turns of bandage Secure	Proper tension Impaired circulation Care in use of scissors Trauma

DECISIONS	CUES	ERRORS
Determine need for recurrent type bandage	Body plane, i.e. scalp, finger, stump of limb	

(TASK STATEMENT) APPLY A RECURRENT TURN BANDAGE

SCIENCE	MATH – NUMBER SYSTEMS
Simple machines used to gain mechanical advantage [scissors as a simple instrument] Relationship of force to distortion in an elastic body [force can reduce opening of vessels]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Poise
Writing	Chart procedure	Penmanship Spelling Classification Terminology/general vocabulary Logic

(TASK STATEMENT) APPLY A SPIRAL TURN OR REVERSE FLIP BANDAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Gauze Tape Scissors	Apply sterile dressing Apply gauze Secure	Proper tension Impaired circulation Care in use of scissors Trauma

DECISIONS	CUES	ERRORS
Determine need for spiral turn bandage Determine if open spiral turns or closed spiral turns is needed Determine if reverse flip technique is applicable	Body plane, i.e. a part of the body that varies in width If objective is only to hold a dressing in place temporarily, open spiral is used Tapering of limb	

(TASK STATEMENT) APPLY A SPIRAL TURN OR REVERSE FLIP BANDAGE

SCIENCE	MATH – NUMBER SYSTEMS
Simple machines used to gain mechanical advantage [scissors are a simple machine] Relationship of force to distortion in an elastic body [force can reduce opening of vessels]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, and poise
Writing	Chart procedures	Penmanship, spelling, classification, logic, and terminology/general format

(TASK STATEMENT) APPLY AN ELASTIC BANDAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Elastic bandage	Position patient Apply bandage smoothly as wrinkles can be uncomfortable for the patient	Use proper tension Impaired circulation
DECISIONS	**CUES**	**ERRORS**
Determine width of bandage Determine bandaging technique to be utilized	Body part to be bandaged Body plane	Discomfort to patient, impaired circulation

(TASK STATEMENT) APPLY AN ELASTIC BANDAGE

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of circulatory system Relationship of force to distortion in an elastic body [force can reduce opening of vessels]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, concentration, logic (ordering of thoughts and ideas), word definition, and note taking
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, and poise
Writing	Chart information	Penmanship, spelling, classification, terminology/ general vocabulary, and logic
Reading	Instructions from physician	Comprehension, detail/inference, definition, terminology, and process report (instructions)

(TASK STATEMENT) APPLY AN ARM SPLINT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Splint material Gauze, elastic bandage, or Velcro strips according to splint type being utilized Sling material, as needed	Mold splint, if applicable Apply splint Secure Position limb for sling, if ordered Apply sling	Proper tension Impaired circulation
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) APPLY AN ARM SPLINT

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of skeletal and muscular system of arm Pathology of arms	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Gestures Poise
Writing	Chart procedure	Penmanship Spelling Classification Logic Terminology/general vocabulary

(TASK STATEMENT) APPLY AN ARM SLING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Triangular bandage Safety pins	Position arm Apply triangular bandage Secure Position knot away from spinal column	Safety in use of sharp pin Puncture wound

DECISIONS	CUES	ERRORS
Determine angle of arm Determine position of knot	Hand higher than elbow, usually	Edema, discomfort

(TASK STATEMENT) APPLY AN ARM SLING

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of skeletal and muscular system of arms Related pathology	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Gestures Poise
Writing	Chart procedure	Penmanship Spelling Classification Terminology/general vocabulary Logic

(TASK STATEMENT) APPLY BUTTERFLY BANDAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Butterfly bandages Medication if indicated	Apply clean bandage to dry surface Apply number of bandages needed to secure skin for best results in healing process	Do not contaminate bandage Wound infection
DECISIONS	**CUES**	**ERRORS**
Determine need for bandage Determine proper application	Wound area separates and skin needs to be brought together and/or in area where a lot of stress is present	Separation of skin at wound site with resultant slower healing and scar formation

(TASK STATEMENT) APPLY BUTTERFLY BANDAGE

SCIENCE	MATH – NUMBER SYSTEMS
Relationship of force to distortion in an elastic body [force can reduce opening of vessels]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, concentration, logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Writing	Chart procedure	Penmanship, spelling, classification, terminology/general vocabulary, logic

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(TASK STATEMENT) APPLY TUBULAR BANDAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Seamless tubular rolls of gauze Wire applicator Tape	Select proper size for area to be bandaged: i.e. finger, arm, head, leg, hand Follow exact instructions supplied by manufacturer Secure	Bandages can be autoclaved if need dictates sterile technique necessary Infection

DECISIONS	CUES	ERRORS

(TASK STATEMENT) APPLY TUBULAR BANDAGE

SCIENCE	MATH – NUMBER SYSTEMS
Relationship of force to distortion in an elastic body [force can reduce opening of vessels]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Instructions from manufacturer	Comprehension, detail/inference, definition, terminology, and process report– instructions
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Writing	Chart information	Penmanship, spelling, classification, terminology general vocabulary, and logic

(TASK STATEMENT) APPLY STERILE ADHESIVE DRESSING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sterile adhesive dressing Medication if indicated	Apply sterile adhesive dressing to clear, dry surface	Do not contaminate Sepsis No tape allergy - skin irritation

DECISIONS	CUES	ERRORS

(TASK STATEMENT) APPLY STERILE ADHESIVE DRESSING

SCIENCE	MATH – NUMBER SYSTEMS
Relationship of force to distortion in an elastic body [force can reduce opening of vessel]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Chart procedures	Penmanship Spelling Classification Terminology/general vocabulary Logic

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(TASK STATEMENT) APPLY A STERILE DRESSING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Dressing materials (sterile) Pickup forceps Dressing forceps Adhesive tape Sterile scissors Bandage scissors Medications – as ordered Sterile applicators Surgical gloves Tray Sterile towel Basin or appropriate receptacle, if dressing is being changed	Prepare patient, i.e. position, remove old dressings; if applicable, prepare site Have physician examine the wound before dressing is applied Apply sterile dressing as ordered by physician Apply an appropriate bandage	Cross-contamination can occur unless asepsis is maintained at all times Sepsis Use proper tension when applying bandage Impaired circulation Care in use of scissors Trauma

DECISIONS	CUES	ERRORS
Determine appropriate bandage	Size, shape, location of wound, directions of physician	Improper healing

(TASK STATEMENT) APPLY A STERILE DRESSING

SCIENCE	MATH – NUMBER SYSTEMS
Bacteriology – asepsis Related pathology Relationship of force to distortion in an elastic body [force can reduce opening of vessel]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Writing	Chart information	Penmanship, spelling, classification, terminology, general vocabulary, and logic

(TASK STATEMENT) REMOVE A CONTAMINATED DRESSING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Benzin or other special removers Small basin Cotton swabs Forceps Gloves Paper bag or airtight cardboard container	Assemble needed instruments and materials Don gloves Remove tape as quickly as possible Pull skin away from tape - not tape away from skin Remove tape toward wound Place contaminated dressing in proper receptacle	Aseptic technique Cross-contamination – sepsis

DECISIONS	CUES	ERRORS

(TASK STATEMENT) REMOVE A CONTAMINATED DRESSING

SCIENCE	MATH – NUMBER SYSTEMS
Bacteriology Aseptic technique Simple machines used to gain mechanical advantage [use of simple instruments]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination Concentration Logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Gestures Poise

(TASK STATEMENT) APPLY A PRESSURE BANDAGE TO A BURN

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sterile dressing material, e.g. plain gauze, impregnated gauze, Telfa dressing as ordered by physician, gauze wadding material, dressing forceps, pickup forceps, sterile scissors, medications – as directed, sterile applicators and/or tongue blades, surgical gloves, elastic bandage – appropriate width Basin or appropriate receptacle if dressing is being changed	Prepare patient, i.e. position, remove old dressings and prepare site Have physician examine the wound before dressing applied Apply sterile dressing as ordered by physician Apply gauze wadding material Apply elastic bandage	Cross-contamination can occur unless asepsis is maintained at all times Sepsis Use proper tension when applying bandage Impaired circulation Care in use of scissors Trauma

DECISIONS	CUES	ERRORS
Determine proper tension		

(TASK STATEMENT) APPLY A PRESSURE BANDAGE TO A BURN

SCIENCE	MATH – NUMBER SYSTEMS
Bacteriology – asepsis Types of burns Degrees of burns Therapeutic problems involved with burns Relationship of force to distortion in an elastic body Aseptic technique Use of simple instruments	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, concentration, and Logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Writing	Chart information	Penmanship, spelling, classification, terminology general vocabulary, and logic

(TASK STATEMENT) POSITION AND DRAPE PATIENT FOR TRENDELENBURG

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Universal examining table (Ritter) Appropriate table cover Drape	Instruct patient regarding preparation Position and drape	Protect against falls from table Potential trauma
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) POSITION AND DRAPE PATIENT FOR TRENDELENBURG

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient Indicate patient readiness to physician	Enunciation Clarity of expression Logic Gestures Poise

(TASK STATEMENT) POSITION AND DRAPE PATIENT FOR KNEE CHEST

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Examining table with appropriate cover Drape	Instruct patient regarding preparation Position and drape	Protect against falls from table (patient can experience vertigo in this position) Potential trauma
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) POSITION AND DRAPE PATIENT FOR KNEE CHEST

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient Indicate patient readiness to physician	Enunciation Clarity of expression Logic Gestures Poise

(TASK STATEMENT) POSITION AND DRAPE PATIENT FOR SEMI–FOWLERS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Examining table with appropriate cover Drape Pillow Disposable towel	Instruct patient regarding preparation Position and drape	Protect against falls from table Potential trauma
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) POSITION AND DRAPE PATIENT FOR SEMI-FOWLERS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient Indicate patient readiness to physician	Enunciation Clarity of expression Logic Gestures Poise

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(TASK STATEMENT) POSITION AND DRAPE PATIENT FOR SIMS AND LATERAL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Examining table with appropriate cover Drape Pillow Disposable towel	Instruct patient regarding preparation Position and drape	Protect against falls from table Potential trauma
DECISIONS	**CUES**	**ERRORS**
Speaking	Instructions to patient Indicate patient readiness to physician	Enunciation Clarity of expression Logic Gestures Poise

(TASK STATEMENT) POSITION AND DRAPE PATIENT FOR SIMS AND LATERAL

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient Indicate patient readiness to physician	Enunciation Clarity of expression Logic Gestures Poise

(TASK STATEMENT) POSITION AND DRAPE FOR LITHOTOMY POSITION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Examination table with stirrups and appropriate cover Drape Pillow Disposable towel	Instruct patient regarding preparation Position and drape	Protect against falls from table Potential trauma
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) POSITION AND DRAPE FOR LITHOTOMY POSITION

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Indicate patient readiness to physician Verbal interaction with patient	Enunciation Clarity of expression Logic Gestures Poise

(TASK STATEMENT) PREPARE A GENERAL PHYSICAL EXAMINATION TRAY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Hand towel Tongue depressors Percussion hammer – neurological Nasal speculum Ear speculum Opthalmoscope Otoscope Sphygmomanometer Stethoscope Tape measure Alcohol Cotton Receptacle for contaminated supplies Tuning fork Tray with towel Supplies and equipment will vary with individual physicians	Identify items used Assemble	Cleanliness of instruments and/or sterilization critical Cross infections
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) PREPARE A GENERAL PHYSICAL EXAMINATION TRAY

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS

(TASK STATEMENT) PREPARE RECTAL TRAY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Rubber rectal glove (not sterile) Lubricant Proctoscope or Sigmoidoscope as ordered by physician Cotton balls Cotton tipped applicators – appropriate length Tray Towel Disposable enema as ordered by physician Special equipment and supplies as ordered by physician	Determine items needed Assemble	Aseptic technique Contamination
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) PREPARE RECTAL TRAY

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS

(TASK STATEMENT) ASSIST WITH RECTAL EXAMINATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Rectal tray – Rubber rectal glove (not sterile) Lubricant Proctoscope or Sigmoidoscope as ordered by physician Cotton balls Cotton tipped applicators – appropriate length Tray Towel Disposable enema as ordered by physician Drape Table Examining light Stool Other equipment and supplies as ordered by physician	Instruct, prepare, and position patient Ascertain if patient has used preparatory enemas Assist physician Assist patient in sitting up	Observe patient closely so he does not fall off table Potential trauma Use special precautions when getting patient up after examination Dizziness and/or fainting and subsequent trauma
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) ASSIST WITH RECTAL EXAMINATION

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of lower gastro-intestinal tract Pathology of lower gastro-intestinal tract	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Verbal instructions from physician	Auditory discrimination, concentration, and logic
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Touching	Tactile communication with patient	Comfort, and movement

(TASK STATEMENT) SET UP AN EAR, NOSE, AND THROAT TRAY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Specula – nasal and ear Otoscope Ophthalmoscope Forceps as indicated Cotton-tipped applicators Slides and culture tubes if indicated Gooseneck lamp with reflector Head mirror Basin for waste Syringe with cannula Medications Laryngeal mirror Alcohol lamp or hot water if laryngeal mirror used Tray Towel Other equipment and supplies as ordered by physician	Determine materials needed Assemble material and instruments	
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) SET UP AN EAR, NOSE, AND THROAT TRAY

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS

(TASK STATEMENT) PREPARE GYNECOLOGICAL TRAY WITH PAP SMEAR SET–UP

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Vaginal speculum Uterine forceps Sterile gloves and/or disposable gloves Lubricant Clean slides Cotton swabs Cotton Cervical spatula Aspirator with bulb Saline with dropper Fixative for Pap smear Tray with towel Other special equipment as ordered Pencil Laboratory Pap report form	Determine materials needed Assemble	

DECISIONS	CUES	ERRORS

(TASK STATEMENT) PREPARE GYNECOLOGICAL TRAY WITH PAP SMEAR SET–UP

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS

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(TASK STATEMENT) ASSIST WITH PELVIC EXAMINATION AND PAP TEST

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pelvic examination tray with Pap smear set-up Examining table with stirrups Stool Examining lamp Drape	Set-up examining room Instruct and position patient Assist physician Assist patient in sitting up Clean-up and prepare slide(s) for laboratory Write patient's name on Pap slide immediately, for positive identification	Protect patient from falling off table Potential trauma
DECISIONS	**CUES**	**ERRORS**
Determine if patient emptied bladder Determine possible medical legal implications	Patient's information Office policies	Inability to palpate uterus Legal suit

(TASK STATEMENT) ASSIST WITH PELVIC EXAMINATION AND PAP TEST

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of female reproductive system	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Touching	Tactile communication with patient	Comfort, and movement
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Writing	History form for laboratory	Penmanship, spelling, classification, terminology/ general vocabulary, and logic

(TASK STATEMENT) ASSIST PATIENT FROM WHEELCHAIR TO EXAMINING TABLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Wheelchair Patient	Secure wheelchair Assist patient	Proper body mechanics for lifting Potential back injury or hernia Protect patient from falling or twisting Trauma to patient

DECISIONS	CUES	ERRORS

(TASK STATEMENT) ASSIST PATIENT FROM WHEELCHAIR TO EXAMINING TABLE

SCIENCE	MATH – NUMBER SYSTEMS
Body mechanics Motion resulting from two or more forces acting on a point in a body [understanding of balance and motion is important]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Gestures Poise
Listening	Receives verbal information from patient	Auditory discrimination – recognize opinions Concentration Logic (ordering of thoughts and ideas)

(TASK STATEMENT) RESTRAIN AN INFANT OR CHILD

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Restraining material (sheet)	Immobilize body parts except for affected part by wrapping with sheet or other restraining material Hold and reassure child	Do not use undue force Trauma

DECISIONS	CUES	ERRORS

(TASK STATEMENT) RESTRAIN AN INFANT OR CHILD

SCIENCE	MATH – NUMBER SYSTEMS
Basic child psychology	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Verbal diversion of patient, if possible	Implying Denotative/connotative words Logic Gestures Facial and body features Poise Usage Persuasion

(TASK STATEMENT) ASSIST WITH EYE INSTILLATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Medication as prescribed If liquid, eye dropper Gauze sponge Sterile eye pad, if indicated Tape, if indicated	Position patient (supine or sitting up) Assist physician or proceed as directed Terminate procedure early if suspected reaction occurs when physician is not in room Immediate irrigation	Use aseptic technique Sepsis Avoid contact with eye surface Trauma

DECISIONS	CUES	ERRORS
Determine when to summon physician	Reaction symptoms	Damage to eye Discomfort to patient

(TASK STATEMENT) ASSIST WITH EYE INSTILLATION

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of anterior portion of eye Pathology of eye Related pharmacology Fluids under pressure [fluid discharged rapidly can damage eye]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Writing	Chart information	Penmanship, spelling, classification, terminology, general vocabulary, and logic

(TASK STATEMENT) ASSIST WITH EYE IRRIGATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Solution, as ordered Eye dropper and/or eye cup Emesis basin Gauze sponge	Position patient in supine usually Assist physician or proceed as directed	Use aseptic technique Sepsis Avoid contact with eye surface Trauma
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) ASSIST WITH EYE IRRIGATION

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of eye Pathology of eye Related terminology	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Writing	Chart information	Penmanship, spelling, classification, terminology/general vocabulary, and logic

(TASK STATEMENT) ASSIST WITH EAR INSTILLATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Medication as prescribed If liquid, dropper If ointment, cotton swab Cotton	Position patient with head to side Assist physician	
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) ASSIST WITH EAR INSTILLATION

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of ear Pathology of ear Related pharmacology	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Writing	Chart information	Penmanship, spelling, classification, terminology/general vocabulary, and logic

(TASK STATEMENT) ASSIST WITH EAR IRRIGATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Ear syringe Ear or emesis basin Towels Plastic drape for patient Container with lukewarm water Cotton swabs Otoscope	Position in sitting position and drape patient Assist physician	Protect against vertigo Dizziness and/or falling with possible resultant trauma

DECISIONS	CUES	ERRORS
Determine correct water temperature	Too cool, too warm	Vertigo occurs, possible tissue damage

(TASK STATEMENT) ASSIST WITH EAR IRRIGATION

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of ear Pathology of ear Water pressure Fluids under pressure [may damage ear] Transfer of heat from one body to another [transfer of heat or cool to ear]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Writing	Chart information	Penmanship, spelling, classification, terminology/general vocabulary, and logic

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(TASK STATEMENT) ASSIST A FAINTING PATIENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Ammonia ampule	Position patient with head lower than heart Loosen clothing Give usual first aid measures Call doctor	Protect head primarily – other body parts as possible if patient is falling Trauma If patient not breathing properly, check airway Suffocation (tongue blocking airway)

DECISIONS	CUES	ERRORS
Determine necessity for preventive measures, when possible Determine possibility of shock according to circumstances	Loss of skin color Clammy skin Dizziness - Weakness Trauma	Patient trauma

(TASK STATEMENT) ASSIST A FAINTING PATIENT

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of nervous system, i.e., central nervous system versus autonomic nervous system Physiology of circulatory and respiratory system as relates to oxygenation of blood and cells Fluids under pressure [blood is fluid under pressure and conforms to rules of hydraulics]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Verbal reassurance to patient	Implying Enunciation Logic Gestures Facial and body features Poise Persuasion
Writing	Chart information	Penmanship Spelling Classification Terminology/general vocabulary Logic

(TASK STATEMENT) TREAT PATIENT FOR SHOCK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Blanket Material to elevate feet Spirits of ammonia Emesis basin, if indicated Medications as ordered by physician Sphygnomanometer Stethoscope Watch with second hand Oxygen tank and mask, if indicated (Most offices will have an emergency equipment tray)	Position patient in supine unless dyspnea present Summon physician Loosen clothing Preserve body heat Measure vital signs Assist physician as indicated	Prevent injury due to falling Trauma If oxygen is used, make sure there is no smoking, functioning electrical machine, or any other fire in the immediate area Fire and/or explosion

DECISIONS	CUES	ERRORS
Determine underlying cause, if possible, and give appropriate first aid Determine if dyspnea is present, administer oxygen Determine advisability of leaving patient to summon physician, versus staying with patient and calling loudly for help	Injuries, victim complaints cyanosis, victim symptoms severity of condition	Shock becomes more severe

(TASK STATEMENT) TREAT PATIENT FOR SHOCK

SCIENCE	MATH – NUMBER SYSTEMS
Etiology of shock	Measures of temperature Locate by approximation, rational numbers and integers on the number line (sequential ordering) Given an instrument of measure, determine precision, and/or accuracy with respect to relative error, tolerance, and significant digits (measuring in other than linear, square, and cubic)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Reassurance of patient Instructions to patient	Enunciation, clarity of expression, implying, logic, gestures, facial and body features, poise, and persuasion
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Writing	Chart information	Penmanship, spelling, classification, terminology/general vocabulary, and logic

(TASK STATEMENT) ADMINISTER FIRST AID FOR DIABETIC COMA

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Blanket Patient	Make patient comfortable Get the doctor immediately or if he is not available, call an emergency vehicle Treat as for shock, if doctor is not available	Protect patient from injury to self Trauma

DECISIONS	CUES	ERRORS
Determine if breath has sickeningly sweet odor of acetone – primary clue to diabetic coma along with history	Observe and note symptoms and relate to doctor-also dryness of skin	

(TASK STATEMENT) ADMINISTER FIRST AID FOR DIABETIC COMA

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of digestion and metabolism of foods: carbohydrates, proteins, and fats Physiology of endocrine system: pancreas and pituitary gland Etiology and symptomology of diabetes mellitus: hyperglycemia, and acidosis Effects of insulin Simple machines used to gain mechanical advantage [syringe holder is a simple tool]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician, and/or emergency personnel	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Speaking	Verbal interaction with patient and/or persons accompanying patient	Implying, enunciation, logic, gestures, facial and body features, and poise
Writing	Chart information	Penmanship, spelling, classification, terminology/general vocabulary, and logic

(TASK STATEMENT) ADMINISTER FIRST AID FOR INSULIN SHOCK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Carbohydrate in whatever form readily available	Make patient comfortable Summon doctor Administer carbohydrate substance	Protect patient from injury to self Trauma
DECISIONS	**CUES**	**ERRORS**
Determine if symptoms and history indicate administering carbohydrate substance	If blood sugar goes too low, the patient may go into convulsions Symptoms – pale, skin moist and clammy, in obvious state of shock, breathing slow and shallow, although pulse is rapid	

(TASK STATEMENT) ADMINISTER FIRST AID FOR INSULIN SHOCK

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of digestion and metabolism of foods: carbohydrates, proteins, and fats Physiology of endocrine system: pancreas, and pituitary gland Etiology and symptomology of diabetes mellitus: hypoglycemia, and alkinosis	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician and/or the emergency personnel	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Speaking	Verbal interaction with patient and/or persons accompanying patient	Implying, enunciation, logic, gestures, facial and body features, and poise
Writing	Chart information	Penmanship, spelling, classification, terminology/general vocabulary, and logic

(TASK STATEMENT) ADMINISTER FIRST AID FOR POISONING BY MOUTH

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Water for drinking Neutralizing substance if indicated Emetic if indicated Emesis basin	Dilute with water Determine type of poisoning Call poison control center Follow instructions for neutralizing particular poison Resuscitation of patient if breathing difficulty Refer patient to poison control if telephone call received seeking first aid	Prevent vomiting if caustic caused poisoning Trauma of mucous membrane Prevent vomiting if oily or kerosene substance caused poisoning Pseudopneumonia
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) ADMINISTER FIRST AID FOR POISONING BY MOUTH

SCIENCE	MATH – NUMBER SYSTEMS
Pharmacology Cellular necrosis: i.e., acid burn, alkaline burn, and kerosene products	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician, and/or emergency personnel	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Speaking	Verbal interaction with patient and/or persons accompanying patient	Implying, enunciation, logic, gestures, facial and body features, and poise
Writing	Chart information	Penmanship, spelling, classification, terminology/general vocabulary, and logic
Reading	Labels of suspected poison	Comprehension, detail/inference, definition, terminology, and instructions

(TASK STATEMENT) ADMINISTER FIRST AID FOR SEIZURES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Tongue depressor wrapped in gauze	Protect patients head and face Remove any furniture on which patient could injure self Check airway for possible obstruction Clear airway immediately Provide for privacy of patient Allow patient to sleep following seizure	Protect patient from injury Trauma Clear airway Asphyxiation
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) ADMINISTER FIRST AID FOR SEIZURES

SCIENCE	MATH – NUMBER SYSTEMS
Physiology and pathology of brain	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Verbal reassurance to patient	Implying, enunciation, logic, gestures, facial and body features, and poise

(TASK STATEMENT) ADMINISTER FIRST AID FOR BURN PATIENTS (HEAT AND ELECTRICAL)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Ice or cold water Basin, if indicated Blanket Sterile towels	Apply ice or cold water to affected area Summon physician Treat for shock	Maintain body heat – DO NOT ADD TO IT
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) ADMINISTER FIRST AID FOR BURN PATIENTS (HEAT AND ELECTRICAL)

SCIENCE	MATH – NUMBER SYSTEMS
Cellular necrosis Transfer of heat from one body to another [removal of heat from burn area] Insulation principle when using blanket to hold in body heat	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)

(TASK STATEMENT) ADMINISTER FIRST AID FOR CHEMICAL BURN PATIENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Running water Basin to catch water Neutralizing substance Sterile dressing Blanket	Wash with copious amounts of water Neutralize substance Summon physician Treat for shock	Shock reaction

DECISIONS	CUES	ERRORS
Determine type of neutralizing agent	Type of burn (acid/base)	

(TASK STATEMENT) ADMINISTER FIRST AID FOR CHEMICAL BURN PATIENTS

SCIENCE	MATH – NUMBER SYSTEMS
Cellular necrosis	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions and reassurance to patient	Enunciation Concentration Logic Gestures Poise
Listening	Instructions from physician	Auditory discrimination Concentration Logic (ordering of thoughts and ideas)

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(TASK STATEMENT) ADMINISTER FIRST AID FOR STROKE VICTIMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Blanket	Provide for immediate comfort of patient, without moving patient Obtain medical help immediately Turn victims head to side if unconscious	Keep victims head turned to side Choking

DECISIONS	CUES	ERRORS

(TASK STATEMENT) ADMINISTER FIRST AID FOR STROKE VICTIMS

SCIENCE	MATH – NUMBER SYSTEMS
Hemorrhage of brain Fluids under pressure [blood is fluid under pressure]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
	Report of individual accompanying patient	Discrimination of facts from non-facts, concentration, logic (ordering of thoughts and ideas), and note taking

(TASK STATEMENT) ADMINISTER FIRST AID FOR ANIMAL BITES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Soap and water Basin Gauze Forceps Sterile dressing Suture set-up (if indicated) Bandage	Clean wound thoroughly Apply sterile dressing until physician arrives	See that the case is reported to proper authorities Rabies

DECISIONS	CUES	ERRORS

(TASK STATEMENT) ADMINISTER FIRST AID FOR ANIMAL BITES

SCIENCE	MATH – NUMBER SYSTEMS
Antigen – antibody reaction (Rabies) Simple machines used to gain mechanical advantage [use of forceps]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient, and report to physician	Enunciation, clarity of expression, logic, gestures, and poise
Writing	Chart procedures	Penmanship, spelling, classification, logic, and terminology/general vocabulary
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)

(TASK STATEMENT) CONTROL BLEEDING WITH DIRECT PRESSURE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sterile gauze sponges	Apply digital pressure directly over wound, and elevate part Treat for fainting and/or shcok Do not remove sponge until physician is in attendance	Have patient lie down Possibility of fainting
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) CONTROL BLEEDING WITH DIRECT PRESSURE

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of blood: clotting mechanisms, and recognition of arterial and venous bleeding Fluids under pressure	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient , and reports to physician	Enunciation, clarity of expression, logic, gestures, and poise
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Writing	Chart information	Penmanship, spelling, classification, terminology/general vocabulary, and logic

(TASK STATEMENT) CONTROL BLEEDING BY PRESSURE TO SUPPLYING VESSEL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
	Use direct pressure if possible Locate appropriate vessel Apply pressure Elevate extremity	
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) CONTROL BLEEDING BY PRESSURE TO SUPPLYING VESSEL

SCIENCE	MATH – NUMBER SYSTEMS
Anatomical location of primary vessels	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Writing	Chart information	Penmanship, spelling, classification, terminology/general vocabulary, and logic

(TASK STATEMENT) APPLY TOURNIQUET FOR HEMORRHAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Tourniquet material (sphygmomanometer preferred due to width and finer control of pressure) * This procedure would be utilized ONLY if a physician is not available AND exsanguination is imminent	Attempt all other methods for controlling bleeding. Apply tourniquet immediately above bleeding source Treat for shock	Awareness that application of tourniquet is a critical decision Loss of limb * Send for help MARK TIME APPLIED ON PATIENT'S FOREHEAD – DO NOT LOOSEN ONCE APPLIED UNLESS SPECIFICALLY DIRECTED BY PHYSICIAN
DECISIONS	**CUES**	**ERRORS**
Determine if danger of exsanguination is imminent Determine the amount of pressure required to control hemorrhage	Color of skin, and amount of bleeding	Tissue damage

(TASK STATEMENT) APPLY TOURNIQUET FOR HEMORRHAGE

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of circulatory system: location of vessels, clotting mechanism, and toxins Movement and manner demonstrate degree of competence	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Realistic appraisal and reassurance where appropriate to patient; report to professional assistance	Enunciation, clarity of expression, logic, gestures, and poise
Writing	Chart information	Penmanship, spelling, classification, terminology/general vocabulary, and logic
Listening	Instructions from subsequent professional assistance	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)

(TASK STATEMENT) ASSIST PHYSICIAN WITH SUSPECTED CORONARY OR MYOCARDIAL INFARCTION VICTIM

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Blanket Electrocardiograph machine Oxygen and mask Medications as ordered by physician Sphygmomanometer Stethoscope Emesis basin, if nauseated	Make patient comfortable Administer oxygen, if ordered Measure vital signs Complete electrocardiogram, if ordered Assist in any other way required If physician not available in office, summon professional help immediately	When oxygen in use, make sure there is no smoking, functioning electrical machinery, or other fire in immediate area Fire and/or explosion –trauma
DECISIONS	**CUES**	**ERRORS**
	Due to shorthess of breath and pain, patient frequently more comfortable sitting If patient has nitroglycerine, place under tongue immediately	

(TASK STATEMENT) ASSIST PHYSICIAN WITH SUSPECTED CORONARY OR MYOCARDIAL INFARCTION VICTIM

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of heart Pathology of cardiology	Read and interpret charts, tables, and/or graphs Locate by approximation rational numbers and integers on the number line (sequential ordering) Given an instrument of measure, determine precision, and/or accuracy, with respect to relative error, tolerance, and significant digits. (measuring in other than linear, square, and cubic) Multiplication of whole numbers Express numbers as common fractions Measure with the metric and English system and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Reassurance of patient	Enunciation, clarity of expression, logic, gestures, and poise
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Writing	Chart procedures	Penmanship, spelling, classification, terminology/general vocabulary, and logic

(TASK STATEMENT) GIVE MOUTH TO MOUTH RESUSCITATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Mouth to mouth resuscitation tube	Clear airway and keep open at all times Proceed with resuscitation Continue until patient resumes breathing professional help arrives, or patient is obviously dead (American Red Cross)	*If anyone else is is area, have them summon help Keep airway open Suffocation

DECISIONS	CUES	ERRORS
Determine rhythm Determine method of resuscitation to be utilized	Adjust rate and volume of air if small child or infant Type of accident that caused the stoppage of breathing	

(TASK STATEMENT) GIVE MOUTH TO MOUTH RESUSCITATION

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of respiratory system Gases under pressure	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to anyone else in area	Enunciation, clarity of expression, logic, gestures, and poise
Writing	Chart procedure	Penmanship, spelling, classification, terminology/general vocabulary, and logic

(TASK STATEMENT) GIVE BACK PRESSURE–ARM LIFT RESUSCITATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
	Position patient and clear airway Keep patient's chin extended to keep airway open Proceed with resuscitation Continue until patient resumes breathing, physician arrives, or victim obviously is dead (American Red Cross)	If anyone else is in the vicinity, have them summon help

DECISIONS	CUES	ERRORS
Determine where to place pressure Determine method of resuscitation best utilized	Proper anatomical placement of operators' hand Cause of stopped breathing	

(TASK STATEMENT) GIVE BACK PRESSURE–ARM LIFT RESUSCITATION

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of respiratory system	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to anyone in the area	Enunciation Clarity of expression Logic Gestures Poise
Writing	Chart information	Penmanship Spelling Classification Terminology/general vocabulary Logic

(TASK STATEMENT) APPLY EXTERNAL CARDIAC MASSAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
	Position patient on firm surface Place hands in correct anatomical position Proceed with heart compression at rate prescribed by American Heart Society Continue until help arrives or the heart resumes beating	Hands must not be placed in improper position on sternum Fracture of sternum and/or ribs and subsequent internal trauma If anyone else is in the area, have them summon help

DECISIONS	CUES	ERRORS
Determine actual cardiac arrest before instigating procedure	Pulse at carotid artery	

(TASK STATEMENT) APPLY EXTERNAL CARDIAC MASSAGE

SCIENCE	MATH – NUMBER SYSTEMS
Anatomical location of heart, sternum, ribs, and liver Fluid under pressure	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to anyone in the area	Enunciation Clarity of expression Logic Gestures Poise
Writing	Chart information	Penmanship Spelling Classification Terminology/general vocabulary Logic

(TASK STATEMENT) COMPLETE A SURGICAL SCRUB

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Surgical soap Water – running Hand and nail brush Sterile towel Timer	Remove jewelry Moisten and use soap and friction Use brush Clean under and around nails Avoid any contact with faucets Rinse Dry	Do not re-contaminate hands Sepsis

DECISIONS	CUES	ERRORS
	Scrub at least fifteen to twenty minutes	Sepsis

(TASK STATEMENT) COMPLETE A SURGICAL SCRUB

SCIENCE	MATH – NUMBER SYSTEMS
Asepsis Bacteriology – bacteria, cocci, and spirilla Contamination by transmission Effects of friction on work processes and product quality	Given an instrument of measure, determine precision, and/or accuracy with respect to relative error, tolerance, and significant digits (measuring in other than linear, square, and cubic) Measures of time and speed (example: time – seconds, minutes, etc.; speed – feet per minute, R.P.M., etc.)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Touching	Scrub	Temperature Texture Movement

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(TASK STATEMENT) DON STERILE GLOVES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sterile surgical gloves	Complete a surgical scrub Don gloves	Do not contaminate outside of gloves Sepsis

DECISIONS	CUES	ERRORS

(TASK STATEMENT) DON STERILE GLOVES

SCIENCE	MATH – NUMBER SYSTEMS
Asepsis – sterile technique Bacteriology – bacteria, cocci, and spirilla Contamination by transmission	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS

(TASK STATEMENT) ASSIST IN PUTTING ON STERILE GLOVES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sterile surgical gloves	Hold gloves in proper position for insertion of physician's hands	Do not contaminate gloves Sepsis

DECISIONS	CUES	ERRORS
Determine position of hands on physician's gloves	Sterile status	Sepsis

(TASK STATEMENT) ASSIST IN PUTTING ON STERILE GLOVES

SCIENCE	MATH – NUMBER SYSTEMS
Sepsis – sterile technique Bacteriology – bacteria, cocci, and spirilla Contamination by transmission	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination Concentration Logic (ordering of thoughts and ideas)

(TASK STATEMENT) PREPARE SKIN FOR SURGERY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Antiseptic – antibacterial soap solution Sterile gauze sponges Sponge forceps Antiseptic Cotton tip applicators Razor with blade Scissors – optional Sponge bowl	Instruct and position patient Apply soap solution Shave area, if ordered Wash area with circular motion Apply antiseptic	Use caution when shaving the skin Minor lacerations and/or abrasions Use care when handling scissors Trauma
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) PREPARE SKIN FOR SURGERY

SCIENCE	MATH – NUMBER SYSTEMS
Bacterial infections Antiseptic theory	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination Concentration Logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation Clarity of expression Logic

(TASK STATEMENT) SET UP FOR GENERAL SURGERY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Skin preparation set-up Cotton swabs Alcohol Applicators Sterile gauze sponges Sterile towels Towel clips Scalpel and blade Hemastats – straight and curved Allis forceps Scissors Tissue forceps Needle holder Retractors Sterile surgical gloves Suture material with needle –silk, cotton, gut Tray Anesthetic Syringe and needle Dressing material	Determine equipment needed Assemble	Sterile technique Contamination – sepsis Use care with sharp instruments Puncture wounds and/or lacerations
DECISIONS	**CUES**	**ERRORS**
	Instruments will vary with procedure and doctor's preference	

(TASK STATEMENT) SEP UP FOR GENERAL SURGERY

SCIENCE	MATH – NUMBER SYSTEMS
Bacteriology Sterile technique	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination Concentration Logic (ordering of thoughts and ideas)

(TASK STATEMENT) ASSIST WITH MINOR SURGERY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Surgical soap Skin antiseptic Sterile gauze sponges Applicators Draping material Rubber gloves Local anesthetic Syringe and needle Instrument tray – materials and instruments essential for procedure as per physician's desires	Position patient Do skin preparation if physician orders Assist physician Assist patient in getting up Clean up operating area	Maintain sterile technique at all times Contamination – sepsis Use care in handling sharp instruments Trauma
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) ASSIST WITH MINOR SURGERY

SCIENCE	MATH – NUMBER SYSTEMS
Sterile technique Bacteriology	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination Concentration Logic (ordering of thoughts and ideas)

(TASK STATEMENT) ASSIST IN OBTAINING A BIOPSY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Tray for skin preparation Scalpel Sterile blade for scalpel Allis forceps Hemostats – straight and curved Tissue scissors Tissue forceps Needle holder Gauze sponges Local anesthetic Syringe and needle Sterile gloves Tray Sterile towels Biopsy jar Light Suture material with needle Sterile dressings, as needed	Position patient Do skin preparation Assist physician Assist patient in getting up Clean up operating area Prepare specimen for lab	Sterile technique must be maintained at all times Cross-infection – sepsis Use care in handling sharp and pointed instruments Trauma

DECISIONS	CUES	ERRORS
	Instruments will vary according to physician's preference and exact procedure being performed. The medical assistant must be completely familiar with the routine in that office. Asepsis must be maintained at all times	

(TASK STATEMENT) ASSIST IN OBTAINING A BIOPSY

SCIENCE	MATH – NUMBER SYSTEMS
Bacteriology Aseptic technique Related pathology Simple machines used to gain mechanical advantage [hemostat is a simple instrument – mechanical knowledge required]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Writing	Laboratory biopsy report form	Penmanship, spelling, classification, description, denotative/connotative words, logic, and medical terminology
Speaking	Pre and post-operation instructions to patient	Enunciation, clarity of expression, logic, gestures, and poise

(TASK STATEMENT) ASSIST WITH SUTURE REMOVAL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Antiseptic Cotton tip applicators Container for soiled dressigns Gauze sponges, sterile Suture scissors Hemostat Tray with towel Dressing materials	Position patient Remove soiled dressings Assist physician Apply sterile dressing, if ordered Assist patient in getting up	Care in handling scissors Trauma
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) ASSIST WITH SUTURE REMOVAL

SCIENCE	MATH – NUMBER SYSTEMS
Asepsis – sterile technique	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Speaking	Instructions to the patient	Enunciation, clarity of expression, logic, and poise
Writing	Chart information	Penmanship, spelling, classification, logic, and terminology/general vocabulary

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(TASK STATEMENT) ASSIST WITH ELECTROSURGERY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Electrosurgical unit with appropriate electrodes Anesthetic, as directed by physician Syringe and needle Gauze sponges, sterile Sterile dressings, optional	Prepare electrosurgical unit Prepare anesthetic injection Position patient according to location of surgical site Assist physician Apply sterile dressing, if ordered Assist patient in getting up	Use care in handling electrical cord Electrical shock
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) ASSIST WITH ELECTROSURGERY

SCIENCE	MATH – NUMBER SYSTEMS
Destruction of tissue by heat Physiology of sensory nerves Related pathology	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination Concentration Logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Poise

(TASK STATEMENT) ASSIST PHYSICIAN IN PERFORMING SCRATCH TEST

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Bottles with antigens to be tested Alcohol Cotton Sterile lancet Metric ruler Chart Pen Timer	Position patient Prepare skin Apply antigens and perform scratch test Clean thoroughly lancet with cotton following each antigen Mark clearly Time Read reaction and chart	Sufficient cleaning of lancet Incorrect test results and subsequent treatment Follow an exact schedule when administering for correct identification Incorrect test results and subsequent treatment Fire hazard of alcohol Awareness of fire
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) ASSIST PHYSICIAN IN PERFORMING SCRATCH TEST

SCIENCE	MATH – NUMBER SYSTEMS
Antigen-antibody reaction Epidermal reaction Immunity Related medical terminology Related pathology	Use metric system Locate by approximation rational numbers and integers on the number line (sequential ordering)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, and poise
Writing	Interpretation of test results	Penmanship, spelling, classification, description, medical terminology, and clarity of expression

(TASK STATEMENT) ASSIST PHYSICIAN IN PERFORMING PATCH TEST

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Alcohol or ether Cotton swabs Patch with antigen to be tested	Prepare skin site Apply patch Identify if multiple patches applied	Do not allow patient to leave office immediately Reaction

DECISIONS	CUES	ERRORS
Select site	No lesions present, no prominent hair growth and area that can be kept dry	Patch will not stick

(TASK STATEMENT) ASSIST PHYSICIAN IN PERFORMING PATCH TEST

SCIENCE	MATH – NUMBER SYSTEMS
Antigen-antibody reaction Epidermal reaction Immunity Related pathology	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)
Speaking	Instructions to patient	Enunciation, clarity of expression, logic, and poise
Writing	Chart information	Penmanship, spelling, classification, logic, and medical terminology

(TASK STATEMENT) ADMINISTER ORAL MEDICATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Medicine glass, if liquid medication Graduated medicine dropper, if appropriate Small paper cup, if tablet or capsule medication Glass of water Patient's chart Pen	Prepare medication as instructed by physician. Check the label on bottle with the written order from physician three times Administer medication Chart immediately	Check the label on bottle with the written order from physician three times for accuracy Incorrect medication and/or incorrect dosage Check expiration date, when appropriate Outdated medications – instability
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) ADMINISTER ORAL MEDICATION

SCIENCE	MATH – NUMBER SYSTEMS
Pharmacology – types of drugs Forms of medications – liquids, i.e. solutions, elixers, syrups, etc.; solids, i.e. tablets, capsules, and powders Modes of administration, i.e. sublingual, buccal, lozenge, etc.	Understanding basic arithmetic skills Liquid and dry measures Measure with the Metric and English system and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Order from physician	Comprehension, detail/inference, definition, and medical terminology
Speaking	Explanation to patient	Terminology/general vocabulary, enunciation, clarity of expression, logic, and gestures
Writing	Chart information	Penmanship, spelling, classification, logic, and terminology/general vocabulary

(TASK STATEMENT) WITHDRAW SOLUTIONS FOR INJECTION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sterile syringe and needle Vial or ampule of solution for injection Cotton ball Alcohol Gauze Tray	Prepare prescribed medication Withdraw prescribed amount of solution or solutions If physician administering, place vial beside injection for physician to check Return medication to proper storage area	Sterile technique in handling syringe and needle Contamination of syringe and needle Correct amount of medication critical — NO MARGIN FOR ERROR Incorrect dosage may have deleterious effect Always check medication three times: i.e. when taking it out of the cabinet, when removing the contents from the bottle, and when replacing the container in the cabinet Incorrect medication may be given
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) WITHDRAW SOLUTIONS FOR INJECTION

SCIENCE	MATH – NUMBER SYSTEMS
Pharmacology Aseptic technique	Basic arithmetic skills and concepts with regard to preparation of solutions Measure with the Metric and English system and convert between them Ratio and proportion

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Written order from physician	Comprehension Detail/inference Definition Terminology
Listening	Instructions from physician	Auditory discrimination Concentration Logic (ordering of thoughts and ideas)

(TASK STATEMENT) PREPARE NEEDLE–CARTRIDGE UNIT INJECTION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sterile needle-cartridge unit (pre-measured medications available or empty graduated cartridge) Needle-cartridge syringe Alcohol Cotton swab	Move plunger so it locks at right angles to the barrel Insert cartridge-needle unit Swing plunger back into place, and engage both ends of the unit After use, replace rubber sheath. Dispose of needle in this sheath	Use sterile technique Contamination – sepsis Use care when handling needle Puncture wound
DECISIONS	**CUES**	**ERRORS**
	Rotate only until engaged	

(TASK STATEMENT) PREPARE NEEDLE–CARTRIDGE UNIT INJECTION

SCIENCE	MATH – NUMBER SYSTEMS
Unit cartridge syringe is a simple instrument with screw mechanism Simple machines used to gain mechanical advantage	Locate by approximation rational numbers and integers on the number line (sequential ordering)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Order from physician	Auditory discrimination Concentration Logic (ordering of thoughts and ideas)

(TASK STATEMENT) ADMINISTER SUBCUTANEOUS INJECTION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Prepared syringe and needle (medication as ordered) Cotton sponges Disinfectant for skin (alcohol, seventy percent) Patient's chart Pen	Prepare skin Expel air and administer injection Pinch the skin or press down firmly with the left hand Insert needle at forty-five degree angle from the skin Chart immediately Cleanse syringe and needle or destroy, according to type used	Aspirate to make sure you are not in a blood vessel. Remove and start over if blood is present Reaction due to immediate absorption of medication Protect patient from injury if faints Trauma Destroy disposable syringe and needle immediately Contamination– theft from waste containers (State laws outline degree of responsibility)

DECISIONS	CUES	ERRORS
Determine who should administer injections	Physician-employer's policy; state regulations	Legal complications

(TASK STATEMENT) ADMINISTER SUBCUTANEOUS INJECTION

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of skin Anatomical areas most frequently used Indications for subcutaneous injection Pharmacology Sterile technique	Measure with the Metric and English system and convert between them Knowledge of angles

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Order from physician	Comprehension, detail/inference, definition, and terminology
Speaking	Explanation to patient	Terminology/general vocabulary, enunciation, clarity of expression, logic, and gestures
Writing	Chart information	Penmanship, spelling, classification, poise, and logic

(TASK STATEMENT) ADMINISTER INTRADERMAL INJECTION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Prepared syringe and needle (tuberculin-type syringe with a twenty-six gauge, three-eights, or one-half inch needle is usually used) Cotton sponges Disinfectant for skin (alcohol, seventy percent) Patient's chart Pen	Prepare skin Administer injection Skin should be firm and tight in area to be given Spread the skin with one hand and insert needle into layers of skin (to about one-eighths depth) Hold level side of needle up Insert needle at angle of about ten to fifteen degrees If given properly, a wheal will become evident as drug is administered Do not massage area Chart immediately Cleanse syringe and needle or destroy according to type used	Observe sterile technique throughout Protect patient from injury if faints Trauma Destroy disposable syringe and needle immediately Contamination – theft from waste containers (State laws outline legal responsibilities)

DECISIONS	CUES	ERRORS
Determine who should administer injections	Individual physician–employer's policy; state regulations	Legal complications

(TASK STATEMENT) ADMINISTER INTRADERMAL INJECTION

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of skin Anatomical areas most frequently used Indications for intradermal injection Pharmacology Sterile technique	Measure with the Metric and English system and convert between them Knowledge of angles

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Order from physician	Comprehension, detail/inference, definition, and terminology
Speaking	Explanation to patient	Terminology/general vocabulary, enunciation, clarity of expression, logic, and gestures
Writing	Chart information	Penmanship, spelling, classification, poise, and logic

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(TASK STATEMENT) ADMINISTER INTRAMUSCULAR INJECTION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Prepared syringe and needle Cotton sponges Disinfectant for skin (alcohol, seventy percent percent) Patient's chart Pen	Prepare skin Administer medication If administed in buttock, the prone position is recommended – if patient is standing, he/she should bear weight on leg opposite the injection site If administered in shoulder muscle, face patient so that thick, central part of the deltoid muscle is in front Insert needle vertically Massage the muscle gently but firmly with cotton sponge to help in dispersion of drug Chart immediately Cleanse syringe and needle or destroy, according to type used	Observe sterile technique throughout Aspirate to check for blood vessel; remove and start over if blood is present Reaction due to immediate absorption of medication Protect patient from injury if he/she faints Trauma Destroy disposable syringe and needle, immediately Contamination – theft from waste containers (state laws outline legal responsibilities) Use upper and outer quadrant of buttock If not anatomically correct, may injure sciatic nerve Squeeze the deltoid muscle between thumb and forefinger – helps increase muscle bulk Guards against striking the bone and keeps the injected area steady
DECISIONS	**CUES**	**ERRORS**
Determine who should administer injections	Individual physician – employer's policy State regulations	Legal complications

(TASK STATEMENT) ADMINISTER INTRAMUSCULAR INJECTION

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of skin Anatomical areas most frequently used Indications for intramuscular injections Pharmacology Sterile technique	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Order from physician	Comprehension, detail/inference, definition, and terminology
Speaking	Explanation to patient	Terminology/general vocabulary, enunciation, clarity of expression, logic, and gestures
Writing	Chart information	Penmanship, spelling, classification, terminology/general vocabulary, and logic

(TASK STATEMENT) ASSIST WITH CAST APPLICATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Orthopedic stockinet Sheet wadding Plaster bandages Plastic or disposable sheet Scissors Bucket with water Disposable gloves, optional	Position patient Assist physician Complete the wet-out of a plaster bandage: hold end flap away from bandage; hold bandage in fingers, not palms, of both hands immerse bandage tilted until bubbles stop; remove from water and squeeze gently from ends; hand to doctor with flap out	Care in use of scissors Trauma

DECISIONS	CUES	ERRORS
Determine width of plaster bandage	Body part involved	

(TASK STATEMENT) ASSIST WITH CAST APPLICATION

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of the skeletal system Related medical terminology – bones, and body planes and surfaces Pathology of skeletal system, i.e., fractures, dislocations, severe sprains, etc. Simple machines used to gain mechanical advantage [scissors are a simple instrument]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Reassurance to patient	Terminology/general vocabulary Enunciation Clarity of expression Implying Logic Gestures Facial and body features Poise
Listening	Information from physician	Auditory discrimination Concentration Logic (ordering of thoughts and ideas)

(TASK STATEMENT) ASSIST WITH REMOVAL OF CAST

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Cast cutter and knife Bandage scissors Skin cleanser Receptacle for cast Elastic bandage	Position patient Assist physician Post care of patient, i.e. skin, elastic bandage for support	Possible shock from saw

DECISIONS	CUES	ERRORS

(TASK STATEMENT) ASSIST WITH REMOVAL OF CAST

SCIENCE	MATH – NUMBER SYSTEMS
Transfer of heat from one body to another Possibility of shock from saw Inertia and momentum (body at rest and body in motion) [freewheeling saw is momentum potential]	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Information from physician	Auditory discrimination Concentration Logic (ordering of thoughts and ideas)
Speaking	Reassurance to patient	Terminology/general vocabulary Implying Enunciation Clarity of expression Logic Gestures Facial and body features Poise

(TASK STATEMENT) INSTRUCT PATIENT ON USE AND CARE OF CRUTCHES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Crutches	Demonstrate Observe patient's use of crutches	Pressure on axilla Impaired circulation

DECISIONS	CUES	ERRORS
Determine at what point patient has mastered use of crutches	Observation of proper use	Improper placement of crutches

(TASK STATEMENT) INSTRUCT PATIENT ON USE AND CARE OF CRUTCHES

SCIENCE	MATH – NUMBER SYSTEMS
Simple machines used to gain mechanical advantage [crutch is a lever] Know and understand balance	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to patient	Enunciation Clarity of expression Logic Gestures Facial and body features
Listening	Information from patient	Auditory discrimination Concentration Recognize opinions Logic (ordering of thoughts and ideas)

(TASK STATEMENT) EXPLAIN SPECIAL DIET TO PATIENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Diet sheets as indicated by individual office	Supply patient with written directions in addition to verbal instructions Impress patient with need for importance of following diet painstakingly Encourage patients to vary diet by addition of allowed herbs or variety of cooking methods	

DECISIONS	CUES	ERRORS
Identify patient who will need extra help in understanding diet	Age, background	Misunderstanding of directions

(TASK STATEMENT) EXPLAIN SPECIAL DIET TO PATIENT

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination Concentration Logic (ordering of thoughts and ideas)
Speaking	Interpret written instructions to patient	Terminology/general vocabulary Implying Clarity of expression Logic Facial and body features Poise

297

(TASK STATEMENT) INSTRUCT PATIENTS REGARDING PROPER PREPARATION FOR DIAGNOSTIC TESTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Printed instruction sheets may be used, in lieu of this, written instructions must be given Patient chart Instruction information from radiologist or laboratory	Provide patient with printed or written instructions Review instructions with patient Schedule time and place for test and inform patient	Complete instructions must be given and followed Test cannot be done and must be rescheduled Diagnostic value lost if not accurate
DECISIONS	**CUES**	**ERRORS**
	Important to give written or printed instructions as patient may be too emotionally upset at the office to understand or remember oral instructions	

(TASK STATEMENT) INSTRUCT PATIENTS REGARDING PROPER PREPARATION FOR DIAGNOSTIC TESTS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Instructions	
Speaking	Instructions to patient; interpret medical terminology to patient	Terminology/general vocabulary, appropriate diction, enunciation, clarity of expression, denotative/connotative words, logic, gestures, facial and body features, and poise
Listening	Instructions from physician	Auditory discrimination, concentration, and logic (ordering of thoughts and ideas)

(TASK STATEMENT) ASSIST IN USE OF OSCILLOMETER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Oscillometer Patient's chart Pen	Position patient in supine position Assist physician with charting	

DECISIONS	CUES	ERRORS

(TASK STATEMENT) ASSIST IN USE OF OSCILLOMETER

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of circulatory system Related medical terminology Fluids under pressure [Blood is fluid under pressure subject to rules of hydraulics]	Given an instrument of measure determine precision reading

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Writing	Physician's instructions Charting of results as physician dictates	Auditory discrimination, Concentration, Logic Penmanship, Spelling, Classification, Description, Terminology, Logic

301

(TASK STATEMENT) PERFORM HEARING ACUITY TESTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Audiometer equipment Word lists (may be recording)	Explain procedure to patient Operate machine following exact instructions for operation of machine Record results on Audiogram Perform speech audiometry Record results	Care in inspection of equipment for proper working order Use care in handling electrical cords Accuracy and reliability of results Incorrect reading Electrical shock

DECISIONS	CUES	ERRORS
Determine if patient understands signal to give assistant for response	Trial test	Incorrect test results

(TASK STATEMENT) PERFORM HEARING ACUITY TESTS

SCIENCE	MATH – NUMBER SYSTEMS
Principles to comprehend–Transmission of sound Air conduction Bone conduction Sensory impulses Introduction to sound measurement techniques and measurement units (DB)	Read and interpret charts, tables, and/or graphs Given an instrument of measure, determine precision and/or accuracy with respect to relative error, and significant digits

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Abbreviations needed for charting test	Comprehension, Detail/Inference, Definition, Terminology
Speaking	Instructions to patient	Terminology, Implying, Clarity of expression, Denotation/Connotation, Logic, Gestures

303

(TASK STATEMENT) ASSIST WITH DIATHERMY TREATMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Diathermy machine Towel Wooden bed or table Timer	Position patient Position electrodes Operate machine	Do not treat area if any metal objects are within the field Caution patient regarding excessive heat– show him where turn off switch is located Caution regarding aching of bone Use care with electrical cord and plug Two electric cords to electrodes must not touch Short Severe burns Bone damage Electrical shock

DECISIONS	CUES	ERRORS
Determine amount of time for treatment Determine if treatment should be terminated early	Nature of complaint; instructions from physician Patient complaints	Burns, discomfort Trauma

(TASK STATEMENT) ASSIST WITH DIATHERMY TREATMENT

SCIENCE	MATH – NUMBER SYSTEMS
Transfer of heat by radiation Awareness of electromagnetic spectrum Wave transfer of energy from one body to another (radiation)	Measure of time Given an instrument of measure, determine precision and/or accuracy, with respect to relative error, and significant digits

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Orders from physician, information from patient	Auditory discrimination, Concentration, Logic
Speaking	Instructions to patient	Terminology, Enunciation, Clarity of expression, Logic
Writing	Chart procedure	Penmanship, Spelling, Classification, Logic, Terminology

(TASK STATEMENT) ASSIST WITH HEAT LAMP TREATMENT (INFRARED)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Infrared lamp Timer	Position patient Position and operate lamp	Good circulation necessary before treatment instituted Use care in handling electric cord Burns Electrical shock

DECISIONS	CUES	ERRORS
Determine when to terminate treatment Determine proper distance	Patient complains or physical signs	Burns

(TASK STATEMENT) ASSIST WITH HEAT LAMP TREATMENT (INFRARED)

SCIENCE	MATH – NUMBER SYSTEMS
Electromagnetic spectrum Transfer of heat	Measure of time

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Speaking	Orders from physician Instructions to patient	Auditory discrimination, Concentration, Logic Terminology, Enunciation, Clarity of expression, Logic
Writing	Chart procedure	Penmanship, Spelling, Classification, Terminology, Logic

307

(TASK STATEMENT) ASSIST WITH ULTRA SOUND TREATMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Ultrasonic machine Water or oil Timer	Position patient Prepare patient Operate machine	Keep sound heat head in motion Internal burns and destruction Use care in handling electrical cord Electrical shock

DECISIONS	CUES	ERRORS

(TASK STATEMENT) ASSIST WITH ULTRA SOUND TREATMENT

SCIENCE	MATH – NUMBER SYSTEMS
Transfer of energy from one form to another Understand properties of sound Disruption of molecular membrane bonding	Measure of time Given an instrument of measure, determine precision and/or accuracy with respect to relative error, and significant digits

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Order from physician	Auditory discrimination, Concentration, Logic
Speaking	Instructions to patient	Terminology, Enunciation, Clarity of expression, Logic
Writing	Chart procedure	Penmanship, Spelling, Classification, Terminology, Logic

369

(TASK STATEMENT) ADMINISTER OXYGEN TO PATIENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Oxygen tank with pressure dial Oxygen mask	Make patient comfortable Apply mask and administer oxygen at liters ordered by physician	No open flame or use of electrical appliances Explosions–fire–burns

DECISIONS	CUES	ERRORS

(TASK STATEMENT) ADMINISTER OXYGEN TO PATIENT

SCIENCE	MATH – NUMBER SYSTEMS
Oxygen exchange between aveoli and blood Effects of CO_2 poisoning on body	Given an instrument of measure, determine precision and/or accuracy with respect to relative error, and significant digits

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Speaking	Instructions from physician Instructions and reassurance to patient	Auditory discrimination, Concentration, Logic Terminology, Enunciation, Clarity of expression, Logic, Gestures, Facial and body features, Poise

311

(TASK STATEMENT) ADMINISTER INTERMITTENT POSITIVE PRESSURE INHALATION THERAPY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Intermittent Positive Pressure Breathery machine–proper accessories Disposable mouthpiece Nose clip Medication Bronchodilator as prescribed Normal saline Emesis basin Tissues Stool for patient Timer	Prepare solutions in nebulizer cup and attach to machine Position and instruct patient Attach nose clip to patient Operate machines Inspect for inspiration or expiration leakage Terminate procedure at proper time Clean and sterilize tubes between each use	Pay careful attention to nebulizer so that patient is removed prior to complete depletion of solution Make sure correct pressure for each patient is maintained When oxygen in use make sure there is no smoking or fire in area Care in handling electrical cord Progressive drying effect on lung tissue Paroxsysoval coughing Risk of fire and/or explosion Electrical shock
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) ADMINISTER INTERMITTENT POSITIVE PRESSURE INHALATION THERAPY

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of respiratory system Pathology of respiratory system Related medical terminology	Measure of time and speed Liquid and dry measures Ratio and proportion Measure with Metric and English systems and convert between them Given an instrument of measure, determine precision and/or accuracy with respect to relative error, and significant digits

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Speaking	Instructions from physician Specific instructions to patient	Auditory discrimination, Concentration, Logic Terminology, Enunciation, Clarity of expression, Logic
Writing	Chart information	Penmanship, Spelling, Classification, Terminology, Logic

313

(TASK STATEMENT) UTILIZE PUBLICATIONS PROVIDING LIST OF APPROVED DRUGS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Publication utilized by office: Pharmacopeia of the United States of America The United States Pharmacopeial Convention New drugs The Phsycian's Desk Reference	Familiarize self with publication used in office Identify medication from tablet or capsule brought into office Determine correct spelling of medication for medical records Find information on strength or dosage of medications	
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) UTILIZE PUBLICATIONS PROVIDING LIST OF APPROVED DRUGS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, Concentration, Logic
Writing	Record information	Penmanship, Spelling, Classification, Terminology, Logic
Reading	Publication	Comprehension, Detail/Inference, Informational reports, Definition, Terminology

315

(TASK STATEMENT) INTERPRET PRESCRIPTIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Prescription Patient chart	Interpret for patient Interpret when must transmit to pharmacy	Never guess if you do not know, interpret correctly Improper reaction of medication Possibility of fatal reaction

DECISIONS	CUES	ERRORS
	Absolute accuracy necessary in interpretting amount and directions to pharmacy Absolute accuracy necessary in interpreting use to patient	

(TASK STATEMENT) INTERPRET PRESCRIPTIONS

SCIENCE	MATH – NUMBER SYSTEMS
Pharmacology	Measure with Metric and English system and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Prescription Medical terminology, medical abbreviations	Comprehension, Detail/Inference, Definition, Terminology, Instructions
Speaking	Instructions to patient, instructions to pharmacy	Terminology, Implying, Clarity of expression, Denotation/Connotation, Logic

317

(TASK STATEMENT) CHART PRESCRIPTIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Prescription Patient chart	Record on patient chart	Absolute accuracy essential Later interpretation would lead to possible serious error in treatment of patient

DECISIONS	CUES	ERRORS
Determine accuracy of information recorded	Original source of data	Wrong treatment given

(TASK STATEMENT) CHART PRESCRIPTIONS

SCIENCE	MATH – NUMBER SYSTEMS
Pharmacology	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Prescription, medical terminology, medical abbreviations	Comprehension, Detail/Inference, Definition, Terminology, Instructions
Writing	Record prescription	Penmanship, Spelling, Clarity of expression, Persuasion and sales technique, Instructions
Listening	Instructions from physician	Auditory discrimination, Concentration, Logic

(TASK STATEMENT) PREPARE AND REPLENISH SUPPLIES IN PHYSICIAN'S BAG

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Doctor's bag The contents of the bag will depend upon the specialty of the physician and on his or her preference	Determine personal preference of physician regarding needs in his or her bag Replenish any items used each time bag returned to office Refill containers that have been emptied Check to see that each instrument is in proper working condition Batteries in flashlight Instruments clean	Bag must always be ready for use Inability to adequately care for patient because of lack of needed supplies or instruments

DECISIONS	CUES	ERRORS
Determine materials physician needs	Replenish as used	Run short of supplies – inadequate patient care

(TASK STATEMENT) PREPARE AND REPLENISH SUPPLIES IN PHYSICIAN'S BAG

SCIENCE	MATH – NUMBER SYSTEMS
	Sequential counting

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Labels of supplies	Comprehension, Detail/Inference, Definition, Terminology, Instructions
Listening	Instructions from physician	Auditory discrimination, Concentration, Logic

321

(TASK STATEMENT) ORGANIZE AND MAINTAIN EXAMINATION ROOMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Supplies and instruments as needed for individual practice	Assemble needed instruments and supplies Attempt to regulate temperature and odors for patient comfort Provide area for patient's clothing if removal is necessary Standardize areas in which medications and supplies stored in each room Instruct maintenance department regarding any special attention needed in cleaning	Cleanliness essential Cross-infection

DECISIONS	CUES	ERRORS
Determine prior to admitting each patient that room is clean and used supplies replenished	Inspection of room	Supplies unavailable

(TASK STATEMENT) ORGANIZE AND MAINTAIN EXAMINATION ROOMS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instructions to employees	Terminology, Implying, Clarity of expression, Logic, Gestures, Facial and body features
Listening	Instructions from physician	Auditory discrimination, Concentration, Logic

(TASK STATEMENT) RECEIVE AND ORGANIZE MEDICATION SAMPLES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Medication samples received in mail Medication samples	Retain samples as per physician's instructions in individual office Dispose of samples not utilized in office in an appropriate manner* Store in designated categories in suitable locked cupboard Store in an area accessible only to authorized personnel * May be given to a clinic or welfare agency Contact local Environmental Protection Agency for advice on method of disposal	Drugs in secure area or disposed of properly Use of drugs by unauthorized persons without physician's orders

DECISIONS	CUES	ERRORS
Determine samples to be kept or disposed Determine method of disposal	Office policies	Drug theft

(TASK STATEMENT) RECEIVE AND ORGANIZE MEDICATION SAMPLES

SCIENCE	MATH – NUMBER SYSTEMS
Pharmacology Some medications are light sensitive and heat sensitive	Locate by approximation rational numbers and integers on the number line [Sequential ordering]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, Concentration, Logic Note taking
Reading	Labels	Comprehension, Detail/Inference, Definition, Terminology, Instructions

325

(TASK STATEMENT) INVENTORY MEDICATION AND MEDICAL SUPPLIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Stock book or cards	Count and record Rearrange in proper order Rotate medications Clean area, etc.	Carefully check expiration dates on medication Proper use of available storage facilities Outdated Damage to supplies Trauma to personnel

DECISIONS	CUES	ERRORS
Determine point at which to reorder	Office policies on amount of reserve stock	Run short of medication; medication too old to use

(TASK STATEMENT) INVENTORY MEDICATION AND MEDICAL SUPPLIES

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers Multiplication and division of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Record inventory	Penmanship, Spelling, Classification, Description, Logic

327

Duty E Performing Basic Laboratory Procedures and Diagnostic Tests

1 Perform electrocardiogram (EKG)
2 Use high and low power objective of microscope
3 Use oil immersion lens of microscope
4 Perform physical examination of urine
5 Determine the pH of urine
6 Perform specific gravity (S/G) on urine specimen
7 Determine proteins in urine
8 Determine glucose in urine
9 Determine presence of ketone bodies in urine
10 Perform test for bile and urobilinogen in urine
11 Perform test for blood in urine and feces
12 Operate centrifuge
13 Perform microscopic exam of urine specimen
14 Perform a skin puncture
15 Obtain blood specimen from vein with syringe and needle
16 Obtain blood specimen from vein with Vacutainer set-up
17 Complete micro-hematocrit
18 Perform red blood cell (RBC) count using hemacytometer
19 Perform white blood cell (WBC) count using hemacytometer
20 Use Unopette for white blood cell count using hemacytometer
21 Perform hemoglobin determination with hemoglobinometer
22 Perform hemoglobin determination by Sohli-Adams method
23 Perform hemoglobin by cyanmethoglobin method
24 Prepare blood smear
25 Stain blood smear
26 Examine stained blood smear

27 Complete an erythrocyte sedimentation rate (ESR) (Wintrobe–Landsberg Method)
28 Complete an erythrocyte sedimentation rate (ESR) (Westergren)
29 Use colorimetric strip test for blood glucose
30 Complete a bleeding time (Duke's Method)
31 Complete coagulation time (Capillary Glass Method)
32 Type a blood specimen (Landsteiner's Classifications)
33 Complete an Rh determination (screening only)
34 Perform glucose determination by Folin Wu Method
35 Prepare a bacterial smear
36 Complete a gram stain
37 Prepare a wet mount for parasitology study
38 Innoculate an Agar plate
39 Position patient for x-ray examination
40 Load x-ray flim in cassette
41 Expose x-rays
42 Process x-ray film
43 Perform pulmonary function studies
44 Inventory and order laboratory supplies and equipment

329

(TASK STATEMENT) PERFORM ELECTROCARDIOGRAM (EKG)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Prepare patient Wooden treatment table Electrocardiagraph machine Cable cords Electrodes ECG cream or pads Paper for tracing ECG mounting form Scissors	Position patient in supine Ground machine Allow adequate warm-up Apply electrodes to patient Attach cable cords to patient eletrode straps Check paper Complete 12 lead ECG, limb and chest leads, with standardizations Remove patient in getting up Remove tracing Mount tracing	Ground machine Attach leads correctly Electrical shock Interference
DECISIONS	**CUES**	**ERRORS**
	Mix-up in lead attachments causes abnormalities in tracing Proper grounding eliminates A-C interference No oxygen in room	

(TASK STATEMENT) PERFORM ELECTROCARDIOGRAM (EKG)

SCIENCE	MATH – NUMBER SYSTEMS
Theory of machine operation–electronic amplifier system Galvonometer operation Stylus ribbon Function of heat sensitive paper Electromotive force	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Operation manual for machine	

(TASK STATEMENT) USE HIGH AND LOW POWER OBJECTIVE OF MICROSCOPE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Microscope with lamp Slides with specimen Lens paper	Place specimen on stage Adjust for best possible light Focus and examine on low power, keeping both eyes open Focus and examine on high power Repeat process in case of failure: focusing on low then switching to high power Clean the lens and mirror before and after use with lens paper Note: Do not touch eye piece with eye-lashes	Never focus down on a slide Never focus, with the coarse adjustment under high power Electrical cord Shock Break slide or scratch or break objective–trauma

DECISIONS	CUES	ERRORS
Determine proper setting	Clarity of view	Smashed slide due to improper focusing

(TASK STATEMENT) USE HIGH AND LOW POWER OBJECTIVE OF MICROSCOPE

SCIENCE	MATH – NUMBER SYSTEMS
Fundamentals of optics	Multiplication with whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Specimen	Visual analysis, Shape, Consistency, Movement

(TASK STATEMENT) USE OIL IMMERSION LENS OF MICROSCOPE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Microscope with lamp Prepared slide Immersion oil Zylol Lens paper	Position slide and apply immersion oil Focus, with fine adjustment and examine With eye at the level of the stage, bring the oil immersion lens down into the drop of eye Clean lens	Do not hit slide with lens Electrical cord Breakage–trauma Shock

DECISIONS	CUES	ERRORS
Determine proper setting	Clarity of view	Smashed slide due to improper focusing

(TASK STATEMENT) USE OIL IMMERSION LENS OF MICROSCOPE

SCIENCE	MATH – NUMBER SYSTEMS
Fundamentals of optics Refractive indexes	Multiplication of whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Specimen	Visual analysis, Shape, Consistency, Movement

(TASK STATEMENT) PERFORM PHYSICAL EXAMINATION OF URINE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Urine specimen Graduated glass cylinder Patient chart or lab record form Pen	Measure volume Describe color Assess transparency Record findings	Wash hands Care in handling glass Laceration

DECISIONS	CUES	ERRORS
Determine transparancy of freshly voided specimen	Abnormal findings can indicate a need for other specific tests Specimen must be well mixed	Incorrect results, unnecessary tests taken

(TASK STATEMENT) PERFORM PHYSICAL EXAMINATION OF URINE

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of urine Pathology of urinary system Composition of urine Urinary pigment Collection techniques Preservation of urine specimens Related medical terminology Clinical significance of findings Effect of diet on urine Quantity of urine excretion	Measure with the Metric and English system and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Instructions from physician	Comprehension, Recommendation reports, Progress reports
Writing	Recording findings	Penmanship, Spelling, Classification, Terminology, Logic

337

(TASK STATEMENT) DETERMINE THE pH OF URINE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Urine specimen Patient chart or lab record Combistix Bililabstix Nitrozine paper Reference color charts	Use Combistix (Ames) Use Bililabstix (Ames) Use nitrazine paper Compare with color charts	Accuracy and reliability of results
DECISIONS	**CUES**	**ERRORS**
	pH changes after specimen stands pH can give clue to microscopic identification Alkaline pH can cause dissolving of certain elements	

(TASK STATEMENT) DETERMINE THE pH OF URINE

SCIENCE	MATH – NUMBER SYSTEMS
Kidney function Hydrogen ion concentration Acid-base theories Effects of pH on body Normal range pH theory	Scientific notation

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Writing	Instructions from physician Charting	Auditory discrimination, Concentration, Logic Penmanship, Spelling, Classification, Terminology, Logic
Reading	Specific test instructions	Comprehension, Detail/Inference, Terminology Definition, Instructions

(TASK STATEMENT) PERFORM SPECIFIC GRAVITY (S/G) ON URINE SPECIMEN

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Urine specimen Urinometer cylinder Urinometer Distilled water Thermometer Patient chart or lab record Pen	Calibrate urinometer Mix urine specimen Pour urine into urinometer cylinder Correct for temperature Insert urinometer avoiding wetting the stem above the waterline Read and record Read on a flat level surface at eye level Read urinometer at the bottom of the thick meniscus Rinse the urinometer in fresh water and dry the stem before proceeding to the next specimen	Urinometers are fragile and contain mercury Chemically clean urinometer Accuracy and reliability of results Mercury vapors Lacerations Contamination
DECISIONS	**CUES**	**ERRORS**
	No bubbles should be present around urinometer Urinometer must float free about 1" off the bottom of the container	

(TASK STATEMENT) PERFORM SPECIFIC GRAVITY (S/G) ON URINE SPECIMEN

SCIENCE	MATH – NUMBER SYSTEMS
Kidney function Density Specific gravity Formation of solutions Urinary physiology Relationship of volume and pH Meniscus	$\frac{\text{Weight of solution}}{\text{Weight of water}}$ = Specific Gravity Temperature correction = .001/degree above or below calibration level Measure of temperature

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Instructions from physician	Comprehension, Recommendation reports, Progress reports
Writing	Chart information Note corrections	Penmanship, Spelling, Classification, Terminology, Logic

341

(TASK STATEMENT) DETERMINE PROTEINS IN URINE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Urine specimen Bumintest tablets Albutest tablets Albustix Combistix Labstix Bililabstix	Perform Bumintest (Ames) Perform Albutest (Ames) Perform Albustix (Ames) Perform Combistix, Labstix and Bililabstix (Ames) Read and record results	Accuracy and reliability of results
DECISIONS	**CUES**	**ERRORS**
	Presence of protein can indicate findings in sediment Mucin interferes with protein test	

(TASK STATEMENT) DETERMINE PROTEINS IN URINE

SCIENCE	MATH – NUMBER SYSTEMS
Kidney function Filtration and reabsorption–urine formation Related pathology Chemical reactions of protein tests Protein digestion and assimilation	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Literature supplied by manufacturer	Comprehension, Detail/Inference, Informational reports, Definition, Terminology, Instructions
Listening	Instructions from physician	Auditory discrimination, Concentration, Logic
Writing	Record results	Penmanship, Spelling, Classification, Terminology, Logic

343

(TASK STATEMENT) DETERMINE GLUCOSE IN URINE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Urine specimen Clinitest tablets Tes-Tape Clinistix Bililabstix Benedict's Qualitative regent (copper sulfate, sodium citrate, sodium carbonate, distilled water) Test tube Boiling water bath Reference color charts Cold water bath Timer Water Pipets Patient chart or lab record	Read procedures carefully Non-specific tests—reducing activity Benedict's Qualitative test Clinitest (Ames) Specific tests—using enzyme oxidase Tes-Tape (Eli Lilly) Clinistix (Ames) Bililabstix (Ames) or Combistix (Ames) Report intensity of color change	Keep bottles of stix and tablets tightly closed Clinitest—test tube becomes hot—do not hold Care in handling glass Accuracy and reliability of results Deterioration of chemicals Burns Laceration

DECISIONS	CUES	ERRORS
	Accuracy in timing is critical Clinitest can pass through four and results indicating higher values Must observe carefully as reaction occurs Determine presence of ketone bodies when glucose is positive: important diagnostically	

(TASK STATEMENT) DETERMINE GLUCOSE IN URINE

SCIENCE	MATH – NUMBER SYSTEMS
Carbohydrate digestion and assimilation Chemical reactions in testing Related pathology Kidney function–absorption Renal threshold concept	Metric system

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Procedures supplied with tablets and sticks carefully	Comprehension, Detail/Inference, Informational reports, Definition, Terminology, Instruction
Listening	Instructions from physician	Auditory discrimination, Concentration, Logic
Writing	Record results	Penmanship, Spelling, Classification, Terminology, Logic

345

(TASK STATEMENT) DETERMINE PRESENCE OF KETONE BODIES IN URINE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Urine specimen Acetest tablets White paper Ketostix Labstix or Bililabstix Watch with second hand Patient chart or lab record Pen	Perform Acetest (Ames) Perform Ketastix (Ames) Perform Labstix or Bililabstix (Ames) Read and record results	Accuracy and reliability of results
DECISIONS	**CUES** These tests are performed when glucose is positive Timing is critical	**ERRORS**

(TASK STATEMENT) DETERMINE PRESENCE OF KETONE BODIES IN URINE

SCIENCE	MATH – NUMBER SYSTEMS
Digestion and assimilation of fats Diabetes mellitus–causes and effects Types of ketone bodies Physiologic effects of ketone accumulation Chemical reaction of tests	Measure of time

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Reading	Instructions from physician Literature supplied by manufacturer	Auditory discrimination, Concentration, Logic Comprehension, Detail/Inference, Informational reports, Definition, Terminology, Instructions
Writing	Record results	Penmanship, Spelling, Classification, Terminology, Logic

347

(TASK STATEMENT) PERFORM TEST FOR BILE AND UROBILINOGEN IN URINE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Urine specimen Ictotest Eye dropper Water Color comparison chart Bililabstix Timer Patient chart or lab record Pen	Use Ictotest tablest (Ames) Time test accurately Use Bililabstix (Ames)	Accuracy and reliability of results

DECISIONS	CUES	ERRORS
Determine need for test	Color of urine	

(TASK STATEMENT) PERFORM TEST FOR BILE AND UROBILINOGEN IN URINE

SCIENCE	MATH – NUMBER SYSTEMS
Kidney function Digestive system Red blood cell breakdown process Chemical reactions of red blood cell destruction Chemical reactions of tests for bile Liver function Related pathology	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, Concentration, Logic
Reading	Literature supplied by manufacturer	Comprehension, Detail/Inference, Informational report, Definition, Terminology, Instructions
Writing	Record results	Penmanship, Spelling, Classification, Terminology, Logic

349

(TASK STATEMENT) PERFORM TEST FOR BLOOD IN URINE AND FECES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Urine specimen or feces Hemastix Hematest Water Dropper Mat or filter paper Color comparison charts Bililabstix Timer Patient chart or lab record Pen	Use Hemastix (Ames) Use Hematest tables (Ames) Use Bililabstix (Ames) Read and record results	Accuracy and reliability of results
DECISIONS	**CUES** Many chemical substances, if present, interfere with these tests	**ERRORS**

(TASK STATEMENT) PERFORM TEST FOR BLOOD IN URINE AND FECES

SCIENCE	MATH – NUMBER SYSTEMS
Kidney function Red blood cells morphology and breakdown Chemical reactions of tests Related pathology Related medical terminology	Measure of time

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Physicians instructions	Auditory discrimination, Concentration, Logic
Reading	Literature supplied by manufacturer	Comprehension, Detail/Inference, Informational report, Definition, Terminology, Instructions
Writing	Test results	Penmanship, Spelling, Classification, Terminology, Logic

351

(TASK STATEMENT) OPERATE CENTRIFUGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Centrifuge Head Cups Shields Centrifuge tubes Balance Water for balancing Lab record book	Balance tubes on opposite sides of centrifuge Set speed and time Decant liquid	Keep cover closed to avoid flying glass Wear protective glasses Centrifuges must be cleaned and lubricated regularly to ensure operation Putting hands in before machine is completely stopped Laceration
DECISIONS	**CUES**	**ERRORS**
Proper counter balance	Be sure tubes are balanced Clean cups and shields if breakage occurs	Broken specimen tubes Centrifuge falls off counter

(TASK STATEMENT) OPERATE CENTRIFUGE

SCIENCE	MATH – NUMBER SYSTEMS
Centrifugal forces developed by bodies in rotation [Centrifugal force] Centripetal forces developed by bodies in rotation	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Speed indicator	Detail/Inference, Speed/Rate, Informational reports, Description of Mechanism
Writing	Record in lab record book	Penmanship, Spelling, Classification, Description, Terminology, Clarity of expression, Usage

(TASK STATEMENT) PERFORM MICROSCOPIC EXAM OF URINE SPECIMEN

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Urine specimen Centrifuge Centrifuge tubes Glass slides Cover slip Microscope Lab record book	Centrifuge specimen Decant supernatant Place sediment on slide Examine microscopically Identify normal and abnormal constituents under high and lower power and estimate number	Accuracy and reliability of results Scratched or cracked lens Broken slides
DECISIONS	**CUES**	**ERRORS**
	Remove amorphous before centrifugation Standing of urine causes distortion or breakdown of sediment	

(TASK STATEMENT) PERFORM MICROSCOPIC EXAM OF URINE SPECIMEN

SCIENCE	MATH – NUMBER SYSTEMS
Kidney physiology and anatomy Digestion process Characteristics, morphology of biologic and chemical sediment Blood cells Casts Crystals Epithelial cells Bacteria Miscellaneous substances	Counting sequentially

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Read	Interpret medical terminology	Terminology, Comprehension, Detail/Inference, Informational reports, Definition
Speaking	Report results	Terminology, Diction, Enunciation, Clarity of expression, Logic, Usage

355

(TASK STATEMENT) PERFORM A SKIN PUNCTURE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Alcohol Cotton sponges Sterile lancet	Wash hands Select puncture site Perform puncture 3-4 mm in depth so that squeezing of the part is not necessary to produce blood flow	Discard first drop of blood Care in handling lancet Incorrect laboratory finding due to presence of tissue fluids Puncture or laceration
DECISIONS	**CUES**	**ERRORS**
Determine appropriate puncture site	Finger tip should be warm Avoid areas that are cyanosed, scarred or calloused	Excessive pain to patient

(TASK STATEMENT) PERFORM A SKIN PUNCTURE

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of capillaries Effects of tissue fluids on blood Clotting mechanism	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Speaking	Instructions from physician Instructions to patient	Auditory discrimination, Concentration, Logic Terminology, Enunciation, Clarity of expression, Logic, Facial and body features, Poise

357

(TASK STATEMENT) OBTAIN BLOOD SPECIMEN FROM VEIN WITH SYRINGE AND NEEDLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sterile syringe–volume determined by tests being performed Sterile needle Tourniquet–Velcro or rubber tubing Cotton Alcohol Adhesive strip Appropriate tubes and slides for tests ordered Chair or examining table Table to support arm	Wash hands Position and instruct patient Apply tourniquet and select vein Complete Venipuncture procedure Maintain pressure on site for 3-5 minutes after needle removed	Sterility of syringe and needle Critical: Syringe must be dry Caution must be used during entire procedure; do not allow needle to move when pulling back on plunger After palpation, reclean area with alcohol prior to penetration of the skin Caution in handling glass Sepsis Trauma to underlying tissue Contamination–sepsis Hematoma Laceration

DECISIONS	CUES	ERRORS
Determine position of patient Select vein Select proper needle gauge	Condition of patient – physical and mental Size and location of vein Small vein will require higher gauge needle than normally used	Trauma to patient Inability to complete venipuncture Inability to enter vein or transfixing of vein

(TASK STATEMENT) OBTAIN BLOOD SPECIMEN FROM VEIN WITH SYRINGE AND NEEDLE

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of veins Particular emphasis on location of veins in ante cubital fossa, forearm and hands Clotting mechanism of blood Physiology of sensory nerves Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability	Measure with Metric and English system and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening/Reading	Instructions from physician	Auditory discrimination, Concentration, Logic Comprehension, Recommendation reports, Progress reports
Speaking	Instructions to patient	Terminology, Enunciation, Clarity of expression, Logic, Gestures, Facial and body features

359

(TASK STATEMENT) OBTAIN BLOOD SPECIMEN FROM VEIN WITH VACUTAINER SET–UP

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Vacutainer holder Sterile double-ended needle for holder–appropriate gauge and length or adapter needle Vacutainer tubes as required Tourniquet–Velcro or rubber tubing Cotton Alcohol Adhesive strip Slides if differential blood smear ordered Chair Table to support arm	Wash hands Position and instruct patient Apply tourniquet and select vein Complete Venipuncture procedure Do not penetrate vacuum of tube until skin has been penetrated Remove tourniquet before changing tubes during procedure Have extra Vacutainers available in case vacuum in tube fails	Sterility of needle is critical Caution must be used during entire procedure After palpation, reclean area with alcohol prior to penetration of skin Maintain pressure on site for 3 to 5 minutes after needle is removed Care in handling glass * Do not allow needle to move when pushing Vacutainer into position or while changing tubes Sepsis Trauma to underlying tissue Contamination–sepsis Hematoma Laceration

DECISIONS	CUES	ERRORS
Determine position of patient Select vein Select proper needle gauge	Condition of patient–physical and mental Size and location of vein Small vein will require higher gauge needle than normally used	Trauma to patient Inability to complete venipuncture Inability to enter vein or transfixation of vein

(TASK STATEMENT) OBTAIN BLOOD SPECIMEN FROM VEIN WITH VACUTAINER SET–UP

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of veins Particular emphasis on location of veins in ante cubital fossa, forearm and hands Clotting mechanism of blood Physiology of sensory nerves Understand pumping action caused by vacuums Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficienty when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Speaking	Instruction from physicians Instructions to patient	Auditory discrimination, Concentration, Logic Terminology, Enunciation, Clarity of expression, Logic, Gestures, Facial and body features

361

(TASK STATEMENT) COMPLETE MICRO–HEMATOCRIT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Capillary or whole blood sample Heparinized capillary tubes Seal-Ease (TM) (sealing medium) Micro-hematocrit machine Micro-capillary reader	Fill and seal capillary tube Centrifuge Determine percent on reader	Use caution when handling capillary tubes Outer cover must not be lifted until rotation has completely stopped Electrical cord Accuracy and reliability of results Trauma to operator Shock

DECISIONS	CUES	ERRORS
Determine if blood sample is properly collected	Physical appearance	Incorrect findings
Determine if blood sample is well mixed	No separation	Incorrect findings
Determine if centrifugation is standardized		Incorrect findings

(TASK STATEMENT) COMPLETE MICRO–HEMATOCRIT

SCIENCE	MATH – NUMBER SYSTEMS
Hematocrit = % volume of packed red blood cells Used in evaluation and classification of anemia Normal values Centrifugal foces developed by bodies in rotation	Read and interpret charts, tables, and/or graphs

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Written instructions	Comprehension, Detail/Inference, Definition, Terminology
Writing	Chart information	Penmanship, Spelling, Classification, Terminology, Logic

363

(TASK STATEMENT) PERFORM RED BLOOD CELL COUNT USING HEMACYTOMETER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Red blood cell diluting pipet (Thoma) Aspirator tubing and mouthpeice Blood sample Diluting fluid–Hayem's, Gover's solution Mechanical shaker Hemacytometer Hemacytometer cover glass Alcohol or xylene Microscope Cell counter Pipet cleaning solutions–water, alcohol, acetone Gauze	Dilute blood sample 1:200 Mix and charge hemacytometer Count red blood cells in ½ mm^2 on microscope with high power objective Calculate red blood cells/mm^3 Count cells touching top and left lines Repeat until 10% agreement is reached Clean pipets and hemacytometer	Use caution when cleaning pipets Never focus down on a slide Never focus with coarse adjustment under high power Electrical cord Caution with glass Accuracy and reliability of results Aspiration of chemicals into mouth Trauma Break slide, scratch, or break objective

DECISIONS	CUES	ERRORS
Determine if blood sample is well mixed	Clumping of cells	Incorrect findings Faulty equipment Faulty technique Cell distribution

(TASK STATEMENT) PERFORM RED BLOOD CELL COUNT USING HEMACYTOMETER

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of red blood cells Decrease red blood cells = anemia Increase red blood cells = polycythemia Normal values	$\frac{\text{Number of cells counted x dilution in 1/5 mm}}{\text{0.2 area x 0.1 depth}}$ = Red blood cells/mm^3 or number cells counted x 10,000 [Multiplication of whole numbers] Ratio and proportion

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Written instructions	Comprehehsion, Detail/Inference, Definition, Terminology
Writing	Chart information	Penmanship, Spelling, Classification, Terminology, Logic

365

(TASK STATEMENT) PERFORM WHITE BLOOD CELL (WBC) COUNT USING HEMACYTOMETER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
White blood cell diluting pipet (Thoma) Aspirator tubing and mouthpiece Blood sample Diluting fluid 2% acetic acid or 0.1 Nitrogen Hydrochloric Acid (HCl) Mechanical shaker Hemacytometer cover glass Alcohol Microscoper Cell counter Pipet cleaning solutions Gauze	Dilute sample 1:20 Mix and charge hemacytometer Count white blood cells in four corner square mm with low power objective Calculate white blood cells/mm^3 Count cells touching top and left lines Repeat to agreement within 500/mm^3 Clean equipment	Use caution when cleaning pipets Never focus down on a slide Never focus, with the coarse adjustment under high power Electrical cord Caution with glass Accuracy and reliability of results Aspiration of chemicals into mouth Trauma Break slide or scratch or break objective

DECISIONS	CUES	ERRORS
Determine if blood sample is well mixed	Clumping of cells	Faulty equipment Faulty technique Cell distribution

(TASK STATEMENT) PERFORM WHITE BLOOD CELL (WBC) COUNT USING HEMACYTOMETER

SCIENCE	MATH – NUMBER SYSTEMS
White blood cells are necessary to fight infection Formation of white blood cells Increase = leukocytosis Decrease = leukopenia Effects of diluting fluid on white blood cells Normal values	$\frac{\text{Number cells counted x dilution of blood}}{\text{Volume (area x depth)}}$ = White blood cells/mm^3 or number counted times 50 Ratio and proportion

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Written directions	Comprehension, Detail/Inference, Definition, Terminology
Writing	Chart information	Penmanship, Spelling, Classification, Terminology, Logic

367

(TASK STATEMENT) USE UNOPETTE (TM) FOR WHITE BLOOD CELL COUNT USING HEMACYTOMETER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Unopette for white blood cells Blood sample Hemacytometer Hemacytomer cover glass Alcohol Microscope Cell counter Gauze	Prepare and dilute specimen with Unopette Mix and charge hemacytometer Count white blood cells in four corner square mm with low power objective Calculate white blood cells/mm^3 Count cells	Never focus down on a slide Never focus with the coarse adjustment under high power Electrical cord Care in handling glass Accuracy and reliability of results Break slide or scratch or break objective Trauma Shock
DECISIONS	**CUES**	**ERRORS**
Determine if blood sample is well mixed	Clumping of cells	Faulty equipment Faulty technique Cell distribution

(TASK STATEMENT) USE UNOPETTE (TM) FOR WHITE BLOOD CELL COUNT USING HEMACYTOMETER

SCIENCE	MATH – NUMBER SYSTEMS
White blood cells are necessary to fight infection Formation of white blood cells Increase = leukocytosis Decrease = leukopenia Effects of diluting fluid on white blood cells Normal values	$\frac{\text{Number of cells counted x dilution of blood}}{\text{Volume (area x depth)}}$ = White blood cells/mm^3 or number counted times 50 Ratio and proportion

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Written directions	Comprehension, Detail/Inference, Definition, Terminology
Writing	Chart information	Penmanship, Spelling, Classification, Terminology, Logic

369

(TASK STATEMENT) PERFORM HEMOGLOBIN DETERMINATION WITH HEMOGLOBINOMETER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Hemoglobinometer Complete blood chamber Hemolysis applicators Capillary blood, usually Gauze sponge	Fill and mix specimen with hemolysis applicator until specimen is a clear red which indicates hemolysis is complete Operate hemoglobinometer Chart and clean equipment Color matching should be repeated–to check findings	Accuracy and reliability of results
DECISIONS	**CUES**	**ERRORS**
Determine if specimen is well mixed		Incorrect findings

(TASK STATEMENT) PERFORM HEMOGLOBIN DETERMINATION WITH HEMOGLOBINOMETER

SCIENCE	MATH – NUMBER SYSTEMS
Lysis of blood cells Change of pH causing hypertonic condition	Measure with Metric and English system and convert between them Given an instrument of measure, determine precision and/or accuracy with respect to relative error, and significant digits [Measure in other than linear, square, and cubic]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Writing	Order from physician Chart information	Auditory discrimination, Concentration, Logic Penmanship, Spelling, Classification, Terminology, Logic

(TASK STATEMENT) PERFORM HEMOGLOBIN DETERMINATION BY SOHLI–ADAMS METHOD

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Blood specimen Hemometer tube Eyedropper Sohli pipet Aspirator tubing and mouthpiece 0.1 Nitrogen Hydrochloric Acid (HCl) Stirring rod Hemometer Distilled water Gauze sponge Watch	Place HCl in Hemometer tube Pipet blood and mix in Hemometer tube Time Dilute, stir and check color, match for proper concentration of hemoglobin Read in grams	Caution with glassware Accuracy and reliability of results Laceration

DECISIONS	CUES	ERRORS
	Do not form air bubbles when rinsing Accuracy is critical	

(TASK STATEMENT) PERFORM HEMOGLOBIN DETERMINATION BY SOHLI–ADAMS METHOD

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of red blood cells–hemoglobin Related pathology Related medical terminology Lysis of blood cells Change of pH causing hypertonic condition	Measure of time Liquid and dry measures Read and interpret charts, tables, and/or graphs Measure with the Metric and English system and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Writing	Instruction from physician Chart information	Auditory discrimination, Concentration, Logic Penmanship, Spelling, Classification, Terminology, Logic

(TASK STATEMENT) PERFORM HEMOGLOBIN BY CYANMETHOGLOBIN METHOD

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Spectrophotometer Drabkin's reagent (fresh) Cuvettes Pipettes Sohli pipet Tubing and mouthpiece Semi-log graph paper Blood sample Straight edge	Standardize photometer using commercial standards Draw calibration curve Dilute blood 1:251 (5 ml. reagent .02 blood) Allow color development Read percent transmittance on photometer Determine concentration from calibration curve Rinse Sahli pipets	Drabkin's reagent is poisonous Do not get reagent onto skin or clothing (flood with water and sodium bicarbonate solution) Electric cord Accuracy and reliability of results Burns Shock Inhalation of fumes

DECISIONS	CUES	ERRORS
Determine controls to be utilized to check technique, equipment, reagents	Technique, equipment, reagent stability, glassware cleanliness	Incorrect findings

(TASK STATEMENT) PERFORM HEMOGLOBIN BY CYANMETHOGLOBIN METHOD

SCIENCE	MATH – NUMBER SYSTEMS
Function of hemoglobin Anemia– decrease in quality and quantity of red blood cells and hemoglobin Drabkins and blood–cyanmethoglobin Beer's Law	Liquid and dry measures Ratio and proportion Read and interpret charts, tables, and/or graphs Measure with the Metric and English systems and convert between them Given an instrument of measure, determine precision and/or accuracy with respect to relative error, and significant digits (Measure in other than linear, square, and cubic)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Written instructions	Comprehension, Detail/Inference, Definition, Terminology
Writing	Chart information	Penmanship, Spelling, Classification, Terminology, Logic

375

(TASK STATEMENT) PREPARE BLOOD SMEAR

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Capillary blood sample Precleaned glass slides Spreader slide Pencil	Spread drop of blood with spreader slide Air-dry smear Make two smears Label accurately in blood if plain slide or on frosted end	Care in handling glass Trauma

DECISIONS	CUES	ERRORS
Determine if blood is contaminated with tissue fluid or antiseptics Determine if smear is good	Feather edge indicates good smear—smooth, moderately thin	Clumping of cells Inaccurate findings

(TASK STATEMENT) PREPARE BLOOD SMEAR

SCIENCE	MATH – NUMBER SYSTEMS
Uses– Study morphology of red and white blood cells Verifies hemoglobin and red blood cells Check retic, indices, platelets	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Smear	Visual analysis, Describing, Logic, Detail/Inference

377

(TASK STATEMENT) STAIN BLOOD SMEAR

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Blood smear Wright's stain Phosphate buffer (pH 6.4) Water Staining rack Timer	Fix smear with Wright's stain Add buffer to stain Wash with water Wipe dye off back of slide Air dry, standing on end	Protect clothing Care in handling glass Stain Trauma

DECISIONS	CUES	ERRORS
Determine correct timing Determine correct pH Determine reliability of buffer	Timing varies with each batch of reagents Metallic sheen should form with buffer	Distortions

(TASK STATEMENT) STAIN BLOOD SMEAR

SCIENCE	MATH – NUMBER SYSTEMS
Chemical affinity of tissues for stain pH Hypotonic–Hypertonic	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Smear	Visual analysis, Describing, Logic, Detail/Inference

(TASK STATEMENT) EXAMINE STAINED BLOOD SMEAR

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Stained blood smear Microscope Immersion oil Blood cell calculator	Evaluate smear quality with low power objective Estimate white count and scan for abnormal cells (low power) Identify and count 100 white blood cells (oil immersion) Examine red blood cells morphology (oil immersion) Report abnormalities and percent of each type of white blood cells	Electrical cord Care in handling glass Accuracy and reliability of results Shock Trauma

DECISIONS	CUES	ERRORS
Determine if smears should be reviewed by pathologist	Any questions regarding cell morphology	Inaccurate findings

(TASK STATEMENT) EXAMINE STAINED BLOOD SMEAR

SCIENCE	MATH – NUMBER SYSTEMS
Types of white blood cells Appearance of normal red blood cells and white blood cells Blood cell developmental series Abnormal red blood cells conditions Related medical terminology Normal values	Addition of whole numbers Finding a percent of a number and what percent one number is of another Locate by approximation rational numbers and integers on the number line (sequential ordering)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Written instructions	Comprehension, Detail/Inference, Definition, Terminology
Writing	Chart information	Penmanship, Spelling, Classification, Terminology, Logic

381

(TASK STATEMENT) → COMPLETE AN ERYTHROCYTE SEDIMENTATION RATE (ESR) (WINTROBE–LANDSBERG METHOD)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Wintrobe sedimentation rack Wintrobe tubes Pipette Sedimentation rate calculator Blood specimen Gauze sponge Timer Test tube containing double-oxalate mixture	Mix blood and anticoagulant Pipet blood, fill Wintrobe tube and place in rack The test must be set up in a Wintrobe tube withing two hours after blood is drawn Read correct and record findings at proper time	Caution with glassware Accuracy and reliability of results Laceration

DECISIONS	CUES	ERRORS

(TASK STATEMENT) COMPLETE AN ERYTHROCYTE SEDIMENTATION RATE (ESR) (WINTROBE–LANDSBERG METHOD)

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of red blood cells Plasma proteins Rouleaux Pathology affecting ESR Normal values	Measure of time Liquid measures Measure with Metric and English systems and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Writing	Instruction from physician Chart information	Auditory discrimination, Concentration, Logic Penmanship, Spelling, Classification, Terminology, Logic

383

(TASK STATEMENT) COMPLETE AN ERYTHROCYTE SEDIMENTATION RATE (ESR) (WESTERGREN)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Anticoagulant (Sequestrene or double oxalate) Test tube Blood specimen Westergren tube Timer Pipette	Mix blood and anticoagulant which not only prevents clotting but preserves the shape and volume of the red blood cells Fill pipet and vertically place in rack Set up in a clean Westergren pipet withing two hours after blood is drawn Read and record findings	Caution with glassware Accuracy and reliability of results Laceration
DECISIONS	**CUES**	**ERRORS**
Determine proper temperature	Blood must be at room temperature	Temperature and vibrations can affect the ESR

(TASK STATEMENT) COMPLETE AN ERYTHROCYTE SEDIMENTATION RATE (ESR) (WESTERGREN)

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of red blood cells Plasma proteins Rouleaux Pathology affecting ESR Normal values	Measure of time Liquid measures Measure with Metric and English systems and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Writing	Instruction from physician Chart information	Auditory discrimination, Concentration, Logic Penmanship, Spelling, Classification, Terminology, Logic

385

(TASK STATEMENT) USE COLORIMETRIC STRIP TEST FOR BLOOD GLUCOSE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Blood specimen Test strip for glucose e.g. Dextrostix (TM), (Ames Company) Wash bottle with water Basin Watch with second hand Appropriate color chart	Place large drop of whole blood on strip Time Read and chart Follow rinse instructions carefully for accurate test results	Accuracy and reliability of results Care in handling glass Laceration
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) USE COLORIMETRIC STRIP TEST FOR BLOOD GLUCOSE

SCIENCE	MATH – NUMBER SYSTEMS
Blood glucose Effects of: Diabetes Hypoglycemia Chemical reaction with blood	Measure of time Read and interpret charts, tables, and/or graphs Measure with Metric and English system and convert between them

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Writing	Instructions from physician Chart information	Auditory discrimination, Concentration, Logic Penmanship, Spelling, Classification, Terminology and Logic

(TASK STATEMENT) COMPLETE A BLEEDING TIME (DUKE'S METHOD)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Lancet Alcohol Cotton ball Filter paper Stopwatch or watch with second hand	Utilize earlobe or fingertip Puncture 3mm deep Time as soon as bleeding begins	Quality of skin wound critical Care in handling lancet No not manipulate part Inaccurate finding which can be misleading diagnostically to the physician Puncture wound or laceration

DECISIONS	CUES	ERRORS

(TASK STATEMENT) COMPLETE A BLEEDING TIME (DUKE'S METHOD)

SCIENCE	MATH – NUMBER SYSTEMS
Clotting mechanisms of blood Related pathology Normal values	Measurement of time

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Speaking	Order from physician Instructions to patient	Auditory discrimination, Concentration, Logic Terminology, Enunciation, Clarity of expression, Logic
Writing	Recording	Penmanship, Classification, Spelling, Terminology, Logic

389

(TASK STATEMENT) COMPLETE COAGULATION TIME (CAPILLARY GLASS METHOD)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Lancet Alcohol Cotton balls Capillary tubes (plain) File Stopwatch or watch with second hand	Produce a free-flowing puncture Discard first two drops of blood and note time of appearance of second drop Fill capillary tubes Weaken and break off sections of tube at timed intervals Note coagulation time when reached Record	Care in handling lancet Care in handling capillary tubes Accuracy and reliability of results Glass will break easily resulting in laceration Puncture wound or laceration
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) COMPLETE COAGULATION TIME (CAPILLARY GLASS METHOD)

SCIENCE	MATH – NUMBER SYSTEMS
Mechanism of blood coagulation Related pathology Normal values	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Instructions from physician	Comprehension, Recommendation reports, Progress reports
Speaking	Instructions to patient	Terminology, Enunciation, Clarity of expression, Logic
Writing	Chart information	Penmanship, Spelling, Calssification, Terminology, Logic

(TASK STATEMENT) TYPE A BLOOD SPECIMEN (LANDSTEINER'S CLASSIFICATIONS)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Anti-A and anti-B typing solution Clean slide Wax pencil Applicator sticks or toothpicks Watch with second hand Lancet Alcohol Cotton balls	Prepare slide Perform finger puncture Place blood on slide, mix, time and interpret Chart Return typing solutions to refrigerator	Caution with glassware Care with lancet Accuracy and reliability of results Laceration Puncture or laceration

DECISIONS	CUES	ERRORS
Determine correct results	Timing is important Good lighting important	Incorrect typing

(TASK STATEMENT) TYPE A BLOOD SPECIMEN (LANDSTEINER'S CLASSIFICATIONS)

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of red blood cells proteins pressure of antigens effects of antibodies Medical significance of blood type	Measure of time

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, Concentration, Logic
Writing	Chart information	Penmanship, Spelling, Classification, Terminology, Logic
Speaking	Instructions to patient	Terminology, Enunciation, Clarity of expression, Logic

393

(TASK STATEMENT) COMPLETE AN Rh DETERMINATION (SCREENING ONLY)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Anti-Rh serum Clean slide Microscope lamp or Rh typing box Applicator sticks or toothpicks Watch with second hand Lancet Alcohol Cotton balls	Warm slide Perform finger puncture Place blood on slide, mix, time and interpret Chart	Electrical cord Caution with glassware Accuracy and reliability of results Shock Laceration

DECISIONS	CUES	ERRORS
Determine correct results	Timing is important Good lighting important	Incorrect typing

(TASK STATEMENT) COMPLETE AN Rh DETERMINATION (SCREENING ONLY)

SCIENCE	MATH – NUMBER SYSTEMS
Physiology of red blood cells Effects of antibodies Transfusions Pregnancy (Erythroblastosis fetalis)	Measure of time

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, Concentration, Logic
Reading	Instructions from physician	Comprehension, Recommendation reports, Progress reports
Writing	Information	Penmanship, Spelling, Classification, Terminology, Logic
Speaking	Instructions to patient	Terminology, Enunciation, Clarity of expression, Logic

395

(TASK STATEMENT) PERFORM GLUCOSE DETERMINATION BY FOLIN WU METHOD

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Test tubes Flasks Whole blood Sulfuric acid Sodium tungstate Funnel Filter paper Folin Wu blood sugar tubes Distilled water Alkaline copper tartrate Boiling water bath Heat source Cold water bath Molybdic acid Spectiophotometer Pipets Cuvettes Graph paper Timer Lab record book Standard glucose Controls	Prepare folin Wu filtrate Place samples in Folin Wu tubes Perform color reaction and dilute Calibrate spectiaphotometer Read percent of temperature value Determine manufacturer's percent from graph	Reliability and accuracy of results Proper glassware handling Chemical handling Sources of error Patient's well-being Burns–heat and chemicals Lacerations

DECISIONS	CUES	ERRORS
	Set proper wave length Accurate timing is essential Check quality control Inadequate mixing	

(TASK STATEMENT) PERFORM GLUCOSE DETERMINATION BY FOLIN WU METHOD

SCIENCE	MATH – NUMBER SYSTEMS
Digestion and metabolism of carbohydrates Chemistry of carbohydrates Blood sugar homeostasis Kidney, liver, pancreas functions Glucose tolerance theory Normal valves and glucose utilization curves Protein free filtrates Collection times and preservation Chemical reactions of tests Diabetes mellitus Renal threshold	Measure of metric volume Read graph Dilutions Basic Arithmetic Skills and Concepts Ratios and proportions Measure of metric weight Measure of time

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading and interpreting	Medical terminology Procedures	Terminology, Comprehension, Detail/Inference, Informational reports, Definition
Speaking	Report results	Terminology, Diction, Enunciation, Clarity of expression, Logic, Usage
Writing	Draw graph Label accurately	Penmanship, Spelling, Classification, Description, Terminology, Usage, Format

397

(TASK STATEMENT) PREPARE A BACTERIAL SMEAR

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Slides Mature culture Wire loop or needle Bunsen burner or alcohol burner Distilled water Staining rack Timer	Make direct smears from specimen Make smears from beatle cultures Emulsify growth from plate in water on slide Air-dry and fix with heat	Use proper sterile technique Burns Lacerations from slides Contamination of lab and culture Accuracy and reliability of results
DECISIONS	**CUES**	**ERRORS**
	Excessive heating can destroy bacteria Single layer sample desirable	

(TASK STATEMENT) PREPARE A BACTERIAL SMEAR

SCIENCE	MATH – NUMBER SYSTEMS
Effects of heat on microorganisms Gram positive and gram negative differentiation Chemical reactions of stains with bacteria	Measure of time and speed [Time] Basic Arithmetic Skills and Concepts

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading and interpreting	Staining procedure	Terminology, Detail/Inference, Informational reports
	Medical	Terminology, Comprehension, Detail/Inference, Informational reports, Definition
Writing	Label accurately Record results	Penmanship, Spelling, Classification, Description, Terminology, Usage

399

(TASK STATEMENT) COMPLETE A GRAM STAIN

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Blotting paper Crystal violet Ethyl alcohol Ammonium oxalate Iodine solution Safranin Acetane Squeeze bottles Microscope Immersion oil Lab record book	Follow gram stain procedures Air-dry Examine microscopically under oil immersion	Stains are toxic and flammable Wear protective devices Accuracy and reliability of results Fumes Dyes stain hands and clothes Fire
DECISIONS	**CUES**	**ERRORS**
	Proper timing is essential Thorough washing is necessary Avoid direct contact with slide Culture must be within the 18-24 hour period	

(TASK STATEMENT) COMPLETE A GRAM STAIN

SCIENCE	MATH – NUMBER SYSTEMS
Effects of heat on microorganisms Gram positive and gram negative differentiation Chemical reactions of stains with bacteria	Measure of time and speed [Time] Basic Arithmetic Skills and Concepts

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading and interpreting	Staining procedure	Terminology, Detail/Inference, Informational reports
	Medical	Terminology, Comprehension, Detail/Inference, Informational reports, Definition
Writing	Label accurately Record results	Penmanship, Spelling, Classification, Description, Terminology, Usage

(TASK STATEMENT) PREPARE A WET MOUNT FOR PARASITOLOGY STUDY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Clean slide Cotton swab with secretion to be examined Normal saline Drapper Microscope	Place saline on slide Place secretions in saline Place slide on microscope stage for physician	Wash hands Slide could break Accuracy and reliability of results Contamination Laceration
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) PREPARE A WET MOUNT FOR PARASITOLOGY STUDY

SCIENCE	MATH – NUMBER SYSTEMS
Parasitology Optics	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Instructions from physician	Auditory discrimination, Concentration, Logic

(TASK STATEMENT) INOCULATE AN AGAR PLATE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Culture tube with inoculum Wire loop Agar plate Bunsen burner	Flame loop and mouth of tube Remove a loopful of inoculum and flame and recap tube Streak plate	Follow all procedures carefully to avoid contamination Use care with bunsen burner Accuracy and reliability of results Burns Sepsis

DECISIONS	CUES	ERRORS

(TASK STATEMENT) INNOCULATE AN AGAR PLATE

SCIENCE	MATH – NUMBER SYSTEMS
Bacteriology Asepsis Sterilization by flame	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Streak plate	Visual analysis, Logic, Detail/Inference

(TASK STATEMENT) POSITION PATIENT FOR X–RAY EXAMINATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
	Position patient according to physician's orders	Protect patient from falling Do not force a body part Trauma
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) POSITION PATIENT FOR X-RAY EXAMINATION

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy terminology Positions used in X-Ray photography Technique for: Anterior posterior Posterior anterior Lateral Right lateral Left lateral Supine Prone Oblique	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Speaking	Instructions from physician Instructions to patient	Auditory discrimination, Concentration, Logic Terminology, Clarity of expression, Enunciation, Logic

(TASK STATEMENT) LOAD X–RAY FILM IN CASSETTE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
X-Ray film (screen type or Blue Brand film)– appropriate size Cassette	Load cassette Lock cassette Lock door to darkroom Place top or cover back on box of films Press the sides of film box to release air Do not touch film with fingers	Do not expose to light source Do not touch film Ruined film Marks on radiograph

DECISIONS	CUES	ERRORS

(TASK STATEMENT) LOAD X–RAY FILM IN CASSETTE

SCIENCE	MATH – NUMBER SYSTEMS
Photochemical effect	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Mechanism	Visual analysis, Memory, Logic, Detail/Inference, Recognition of symbols, codes, emblems

(TASK STATEMENT) EXPOSE X–RAYS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Cassette and X-Ray film X-Ray lead container to receive exposed X-Rays Lead screen X-Ray monitor badge (state law required under age 18) Thickness caliper	Prepare for patient Position patient Place X-Ray tube Measure body part Select exposure time, set-up machine and expose	Do not expose unless operator and patient, as much as possible, are protected Danger to: Blood Skin Corneal tissue Reproductive tissue
DECISIONS	**CUES**	**ERRORS**
	Measurement accuracy critical Proper positioning critical	Not using monitor badge Failure to register accumulative absorption of X-Rays

(TASK STATEMENT) EXPOSE X–RAYS

SCIENCE	MATH – NUMBER SYSTEMS
Differences in absorption and radiation of energy between dark rough surfaces and light, smooth, polished surfaces [Film, pigmentation of skin, metal] Composition of matter, including protons, neutrons, electrons, atoms, molecules, elements [X-Ray can break down molecules] Transfer of energy from one form to another [X-Ray generated] Resistance of materials to flow of electrical current [Penetration of rays] Arrangement of molecules, atoms and ions and the effect on structure and strength of materials Photonic injury to tissue (reproductive organs, blood skin and/or corneal tissue)]	Measure of time and speed [Seconds] Geometric constructions [Bi-secting angle] Read and interpret charts, tables, and/or graphs

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Orders from physician	Auditory discrimination, Concentration, Logic
Speaking	Instructions to patient	Terminology, Enunciation, Clarity of expression, Logic
Reading	Chart	Comprehension, Detail/Inference

(TASK STATEMENT) PROCESS X–RAY FILM

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
X-rays X-ray developer, filter and wash tanks X-ray developing hangers Floating thermometer Dark room Safelight Timer Typed card–appropriate information Photo–identification device	Read temperature of developing solution Darken room and lock door Process films through developer, rinse and fix After propter interval–hang to dry	Use care when handling chemicals Eye irritation Burns Stains to uniforms

DECISIONS	CUES	ERRORS
Determine time, temperature, and type of developer for film	Chart directions	Insufficient or oversufficient time Light leak in darkroom Insufficient rinsing Contamination of chemicals X-Ray touching on rack Unlocked door

(TASK STATEMENT) PROCESS X–RAY FILM

SCIENCE	MATH – NUMBER SYSTEMS
Chemistry of film development Fixation Washing Reducing	Measures of temperature [Measure of temperature in ° F]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading Viewing	Chart Film	Comprehension, Detail/Inference, Instructions Visual analysis, Logic, Detail/Inference

(TASK STATEMENT) PERFORM PULMONARY FUNCTION STUDIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Spirometer with proper accessories Graph paper Nose clip Disposable mouthpiece Stool	Instruct and position patient impressing on patient that maximum effort is critical Operate machine Calculate and complete form	Have stool readily available in event that patient becomes syncope and falls Accuracy and reliability of results Trauma
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) PERFORM PULMONARY FUNCTION STUDIES

SCIENCE	MATH – NUMBER SYSTEMS
Anatomy and physiology of respiratory system Mechanism of inhalation and expiration Related medical terminology	Measure of time and speed Multiplication and division of whole numbers Finding a percent of a number and what percent one number is of another Measure with metric and English system and convert between them Read and interpret charts, tables and/or graphs Given an instrument of measure determine precision and/or accuracy with respect to relative error, and significant digits [Measuring in other than linear, square, and cubic]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Specific instructions to patient throughout procedure	Terminology, Enunciation, Clarity of expression, Logic, Gestures, Facial and body features
Listening	Instructions from physician	Auditory discrimination,Concentration, Logic
Writing	Completion of forms, Charting	Penmanship, Spelling, Classification, Description, Terminology, Clarity of expression, Logic

(TASK STATEMENT) INVENTORY AND ORDER LABORATORY SUPPLIES AND EQUIPMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Stock book or cards	Inventory and reorder as needed Replace broken glassware Rotate chemicals Reorganize and clean area at this time	Store chemicals under appropriate conditions Chemical instability

DECISIONS	CUES	ERRORS
Determine point at which to reorder	Office policy on amount and age of supplies	Run short; supplies too old

(TASK STATEMENT) INVENTORY AND ORDER LABORATORY SUPPLIES AND EQUIPMENT

SCIENCE	MATH – NUMBER SYSTEMS
	Addition and subtraction of whole numbers Multiplication and division with whole numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Record inventory	Penmanship, Spelling, Classification, Description, Logic
	Communications to supply houses	Business letters, Clarity of expression

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